



Yaxley Group Practice

Landsdowne Road Yaxley Peterborough PE7 3JL Tel: 01733 240478 Fax: 01733 244645

Website address: www.yaxleygp.nhs.uk

Here are some popular questions with our answers:

1. *Are there other ways of getting health advice without using a doctor or nurse's time?*

ANSWER - Yes. Look at our website for ideas about using 111 and our e-Consult service. Our website address is www.yaxleygp.nhs.net and we have a [Facebook page](#).

2. *Can I book an appointment on-line?*

ANSWER – Yes - SystemOnline is the practice system offering online access to appointment booking and cancellation for a range of clinics as well as online repeat prescription ordering, access to summary records (recent medication list, allergies and adverse reactions).

Doctors' telephone call backs are also now available to book online, these can be booked the NIGHT BEFORE from 6.30pm for the following day - meaning you can book in the evening without a long queue on the telephone each morning. This is in addition to the appointments already available to book online. To register for this service please visit our website at www.yaxleygp.nhs.net and go to the Online Services Application Form.

Here is a list of the other type of appointments that are available to book on-line:

- NHS Health Checks
- Routine Blood Tests
- INR Appointments
- Smears
- Diabetes Annual Reviews
- Chronic Heart Disease Appointments
- Purple Clinics (for patients who have been informed they are part of this programme with more than one long term condition e.g. Hypertension, Asthma, CHD, COPD and CKD)
- Smoking Cessation Clinic

3. *I don't want a phone call I want to see the doctor - why can't I?*

ANSWER - you can, as no request for an appointment is refused. It may be with a different doctor on some occasions however as we are a training practice and have a number of part time doctors. We also have a great team of highly trained nurse practitioners and emergency care practitioners who are able to deal with many health issues as well as the doctors. The doctor will recommend a face to face appointment with the most suitable person.

4. *I can't discuss confidential things in my open plan office*

ANSWER - There is no need to if you tell the doctor it is personal and you simply want an appointment. The doctors will try to remember to ask if it ok to talk when they speak to you. Simply say you cannot talk but wish to book an appointment.

5. *I can't wait in all day for a call back - I have things to do*

ANSWER - We don't expect you to, our aim is to make this system MORE convenient not LESS and most calls are returned within an hour. Ask for the call back at a specific time or within a time range if it helps and we will do our best honour this.



Yaxley Group Practice

Landsdowne Road Yaxley Peterborough PE7 3JL Tel: 01733 240478 Fax: 01733 244645

Website address: www.yaxleygp.nhs.uk

6. *I can't take a call back at all - what do I do?*

ANSWER - Ask Reception to put you straight through, it may limit who you can speak to but between 8 and 11:30 and 3 and 5:30 most doctors are at their desks although they may be busy. Alternatively leave a message with Reception that you need to be seen today after 4 (for example) and we will leave you an answer phone message with an appointment time. You could always leave this message in an online booking too.

7. *I rang and my chosen doctor was not in. I was told to call back another day to see my chosen doctor*

ANSWER - Check our website or the information displayed in Reception that gives information about the Doctors' rotas and this should advise you the best days to call if you want someone specific. Reception has also been asked in these circumstances to book the call for the next day (but no further ahead) and to advise the patient of the ideal procedure which is to call on the day if possible. The reason for this is that the longer ahead people book their appointment the more likely there are to not be available when called.

8. *I can only call after work*

ANSWER - there is a doctor available to take calls until 6:30pm. Alternatively, ask a relative to call for you if appropriate and book a surgery appointment after work for you. Call the doctor on a Saturday morning if there is no other alternative. Alternatively book online and let us know when you can attend.

9. *I am deaf/I don't have access to a phone*

ANSWER - Just walk in between 9 and 11:30 am and 3 and 5:30pm and you will be seen, although there may be a wait. If you sign up for on-line services, you can book a call back with a doctor the night before and use this to leave a message such as 'I need to see you after 4 please email my appointment to.....'

10. *I don't see why I need to give confidential information to a Receptionist*

ANSWER - We have always asked if patients are able to give us an idea of what the problem is. This has not changed. It is not compulsory and if a patient does not want to share then please say it is personal/private and reception will respect this. We ask in order to help the doctors to prioritise the calls.

11. *I had more than one problem to discuss. What should I do?*

ANSWER - It is helpful to know how much time is required for your appointment if it is face to face. It is also necessary to know a summary (or list) of the issues before the doctor books you in as it may affect their choice of who sees you. If you have more than one problem, just tell the doctor on the phone and don't save it for your appointment.

12. *Why can't I just walk in?*

ANSWER - You can but you will not be seen straight away unless it is an emergency. Only do this if you have no phone access and you will be given a time to attend later that day once the receptionist has informed the doctor.