

Practice Update

August 2019

We are delighted to announce that we have recruited Dr Paul Graham and Dr Tessa Keeler to join our team at Riverside Surgery. Dr Graham joins us in early October and Dr Keeler in January. These two additional GPs will increase the total number of clinical sessions we are able to offer to our patients.

High demand for routine appointments

Currently, like many other practices, we are experiencing a high demand for appointments, with a wait of up to 3 or 4 weeks for routine appointments to see a GP or Nurse Practitioner. Also, some members of our team have had periods of illness and this has unfortunately increased waiting times for some appointments. When our new doctors join us, we will be able to reduce waiting times for GP appointments.

Urgent help is sometimes needed

We do understand that some patients will need to see a doctor more quickly. If your ailment requires urgent attention, we will always do our best to offer you a same-day telephone consultation in which you will be able to talk to a GP or Nurse Practitioner. If appropriate, you will then be offered a same-day appointment at the Surgery.

When you request urgent help, our Receptionists will ask you for quite detailed information about your illness and your present condition before they offer you a

telephone consultation. Our Receptionists have been extensively trained to help you: if they are in any way uncertain about how to do that, they will ask advice from medical staff.

When you are offered a telephone consultation or same-day appointment, we cannot guarantee that you will be dealt with by any specific GP. Therefore, if you feel you need to be seen by your preferred GP, you should book a routine appointment.

On-line services

If you have access to our website, and you are keen to have your ailment assessed as soon as possible, but not urgently, you should use our e-consult service. You can email your symptoms and other relevant information to a GP or Nurse Practitioner who will reply to you with advice within no longer than 48 hours. You can access the e-consult service from the home page of our website, or direct at: <https://towerhousesurgery.webgp.com/>

Finally, please remember that if you sign up for on-line access to our Practice, you will be able to book appointments with GPs and Nurse Practitioners, request repeat prescriptions, and view your test results and medical records. Our Receptionists can tell you how to sign up or you can find all the details at: <https://www.towerhousesurgery.co.uk/pages/Online-Access>



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