

LISTER MEDICAL CENTRE

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Practice Manager: Mrs Tracy May

Dear Patients,

From the 1st April 2014 Lister Medical Centre will be trialling out a new type of appointment system.

The Practice will offer both familiar face to face consultations and also telephone consultations. Having reviewed our existing appointments and the types of consultations that we traditionally see, we feel that a number of problems could be equally well managed over the telephone with your doctor.

Our reception team will now be asking you whether your problem is something that you feel could be dealt with over the phone or whether you need to see a GP in the traditional way. If you feel that it can be managed over the phone, a telephone consultation will be added to your doctor's surgery. The GP will then call you back as soon as possible within a specified time frame.

By using a mixture of traditional consultation and telephone consultations the surgery is significantly increasing the number of appointments that are available to our patients. This is also beneficial to those working and to those who find it difficult to attend the surgery. The new telephone consultations can also be pre-booked like a traditional appointment would be. eg if you need to speak to your doctor in a week's time.

It is crucial that we have your current contact details and that you will be available on this number for this system to work well. The Doctors will attempt to ring you twice and will document if they have been unable to get through on the number you have given us.

This is a brand new experience for the Practice. Please be patient with us as we trial a new system. We would value your feedback as to the success from a patient perspective, as we would look to make changes based on your comments.

Yours Sincerely

Partners of Lister Medical Centre