**Town Gate Practice Appointment System Policy**

Town Gate Practice operates an appointment system for seeing a GP or Practice Nurse. We do not operate a ‘walk in’ clinic at any time.

**Protocol for booking appointments with a GP**

1. Each appointment with a GP is for 12 minutes which is usually sufficient for the doctor to deal with one medical problem. If you have multiple medical problems that you wish to discuss, the doctor may ask you to make a further appointment.

2. An appointment is for one person only. If there are other members of the family who need to see a doctor, they must make a separate appointment.

3. Patients may make an appointment to see any of the doctors. Although we will do our best to offer appointments with the doctor of choice, this may not always be possible.

4. The receptionist will ask the reason for the appointment. This is the doctor’s request in order to give the most suitable appointment with the most appropriate clinician. Declining to give a reason will not prevent the allocation of an appointment but is requested in the best interest of the patient.

**Routine Appointments**

These are with the GP of choice and available to book in advance, sometimes the wait time is longer for early morning and late appointments. We endeavour to appoint you within three weeks of the appointment request. These appointments are for those that do not require urgent care or assessment. They offer continuity of care for ongoing conditions.

**Same Day Appointments**

Acute appointments are available for those problems that need to be dealt with more quickly such as infections or acutely painful conditions. We do not offer a choice of GP for these appointments but all patients including children will be appointed with the dedicated doctor of the day.

Please only call when you are available to attend the surgery, lines are open from 8am for morning surgery and 12pm for afternoon surgery. All patients with an acute presentation are offered a same day consultation.

**Late Appointments**

The practice offers weekly late evening appointments between 6.30pm to 7.30pm. These appointments are pre-bookable only and are intended for those of our patents who find accessing usual appointments difficult as they commute some distance to and from work or for dependants and carers who cannot attend until they have further support available.

These appointments are available at both the main site within Chepstow Community Hospital and the branch site in Sedbury.

**House Calls**

Patients can request a house call if they are housebound and unable to attend the surgery for a medical reason. We do not offer house calls to patients that have a problem with transport or to children. The clinician may telephone to obtain more details before confirming a visit. . Acutely poorly children will always be offered a same day appointment.

**Accessing Appointments**

We would encourage you to use our digital solutions to access a GP for routine appointments and advice. This will leave the phone lines available for urgent matters.

E. Consult is available from a link on the website at towngatepractice.net

Patients may also email non-urgent enquires to [admin.tg@wales.nhs.uk](mailto:admin.tg@wales.nhs.uk). We aim to respond within two working days to digital communication.

Patients may telephone the surgery on 01291 440065 or 01291 626041, patients can call either surgery for appointments at either site.

*Due to the Covid pandemic we have suspended the availability of booking appointments via my health on line. We hope to reinstate this as soon as it is safe to do so, passwords to access this service when available can be obtained via reception or by emailing admin.tg @wales.nhs.uk*

The practice has changed its way of working in response to the Coronavirus pandemic and moved away from 100% face to face appointments.

Now you may be consulted via telephone, video call, email reply, or with face to face appointment. You may be triaged by telephone by the GP and then asked to come to the surgery to be examined to limit your time in practice.

Face coverings should be worn to all face to face appointments unless clinically exempt.

Please use the hand sanitiser available.