

We appreciate that gaining an appointment is not always easy but we aim to try and make things better for you. We therefore ask your co-operation in providing our reception staff with as much information as possible regarding your health needs.



Our reception staff are trained to assess who the most appropriate person is to meet your needs if you are in anyway unsure about who it is you must see.

In order for them to do this, they may have to ask you some personal questions. This will enable them to assist you in gaining an appointment with the person most equipped to deal with your problem, at a time that suits you.

*Thank you for taking the time to read this leaflet, we hope you have found it helpful and informative.*

*If you have any suggestions please send them to our PPG (Patient Participation Group) at:*

**Academy Medical Centre**  
**Academy Street**  
**For far DD8 2HA Tel 01307 462316**  
**[www.academymedicalcentre.co.uk](http://www.academymedicalcentre.co.uk)**

Reviewed February 2023

# Academy Medical Centre

## ***Patient Information Leaflet No 1***

## ***Appointments***



**Academy Street**  
**Forfar DD8 2HA**  
**Tel 01307 462316**

## Appointments

On telephoning the surgery to request an appointment, patients will be asked by the receptionist for a brief outline of the problem.

This is in order to assess which member of our team could deal most appropriately with your problem

this could be the

- GP,
- Nurse Practitioner/Advanced Nurse Practitioner (Prescriber)
- Physiotherapist,
- Mental Health & Wellbeing Peer Workers,
- Social Prescriber,
- District Nurse or
- Health Visitor.



Any information given by you to the Receptionists is treated strictly confidential. However, if you feel an issue is very private and do not wish to say what it is then this will be respected. It is not a case of the receptionist being nosy! The reception staff are members of the practice team and are trained to ask certain questions.



Once it has been agreed which member of the team you should see you would be offered the next available appointment or a time that is convenient for you. It may not be necessary for a doctor's face to face appointment, a telephone consultation may be more suitable and convenient for you. If there are no available appointments on the day, you may be requested to call back.

Telephone consultations can be appropriate for both new problems where you do not need to be examined or more chronic illnesses. Suitable problems might be advice about painkillers, requests for reports or medical certificates, finding out about results or letters, advice on how to deal with simple ailments such as chickenpox, coughs and colds etc.

If you are unable to attend an appointment for any reason please contact the surgery to cancel it as we have a high demand for appointments and someone else may be able to use it.

We also have a service to remind you when your appointment is. This is available to patients who have a mobile phone and the receptionist will ask you if you would like to sign up for this service. From then on you will be sent an SMS text message to your mobile phone to remind you of your appointment time.

