



Do you actually need to see the doctor?

We are aware that many of you are finding it difficult to book an appointment with a doctor of your choice and on a day of your choice.

We also want to improve the access to both doctors and nurses and one of the ways of achieving this is to reduce the need to make an appointment in the first place.

Clearly if someone is feeling unwell then seeing a doctor or nurse is necessary, however if you are feeling well and simply want to discuss an aspect of your care, we would be very happy to discuss this with you over the phone.

Examples where this would be appropriate are:

- Investigation results
- New prescription requests (i.e. those not already on your repeat prescription)
- Medication reviews
- Sick certificate requests
- Hospital letter queries

Please help us to maximise the number of appointments available **by writing or sending an e-mail to your usual GP** with your query and stating clearly which telephone number you would like us to ring you on and when it would be convenient.

To use e-mail, access the Vine House web site and click on "Contact Us & Map."

Let us know if you would be happy for us to answer your query in writing. We will do our best to ring you with an answer within two working days of receiving your letter/e-mail OR within a week if responding by letter. If from your query it is clear that you do need a face-to-face consultation we will advise you to make an appointment.

Please avoid using the telephone where possible as we would like the phone lines to be kept available for making appointments and for urgent queries, if however you do need to phone us with a query, please do so after 3pm when the lines are less in demand.