

IMPORTANT NEW
APPOINTMENT SYSTEM
FROM MONDAY 29TH
JULY 2024



WHAT DOES THIS MEAN?

From Monday 29th July we are changing the way appointments are booked.

1. Patients to Call Reception as normal then (walk in patients will also be triage in the same way)
2. Our Reception Team will take the details of your concerns/issue as they do presently: this will then be added to a triage list, information taken will include symptoms, background information, preferred contact details
3. All contacts will be assessed by our 'Care Navigation Team' who will then contact you on your preferred method to confirm the most appropriate appointment; this could be telephone, face to face as appropriate following consultation with 'on call Doctor' (these services may be at another local practice in North Solihull, appointments won't be confirmed until they have passed through the triage system and confirmed by text or phone call)

We hope by implementing this, it will increase appointment availability as well as ensuring patients are signposted to the most appropriate contact resulting in a more appropriate appointment system.

All concerns/contacts will be triaged including follow up appointments.

Can I still PRE-BOOK for specific clinicians?

Yes, we will still have selected slots available up to 1 week in advance, or you can call on the day at 8:30 onwards and make a request which will follow our new triage system.