

PARK GREEN SURGERY

Waters Green Medical Centre • Sunderland Street • Macclesfield • Cheshire • SK11 6JL •

Tel: 01625 429555

Frequently asked questions about our Appointments System

Dear Patient,

Since the introduction of our new appointment system on 4th July 2023, we are sure many of our patients have unanswered questions and hope the updated information we have put together below will give you reassurance that these changes are for the benefit of all our patients.

How do I book an appointment with a Doctor?

If you want to consult, or have an appointment, with one of our Doctor's, we ask you go online to www.parkgreensurgery.co.uk and click on:

[Consult with Park Green Surgery](#)

You will be directed to our online form. From the options, select 'Medical Issue' for an appointment and answer the few short questions.

Photos can be really helpful and may save a trip to the surgery. They can be attached to the online form. Tips for taking a photo of the area are on the form. Please don't send any photos of intimate areas.

If we have sent you a link to the webpage, you can use this again. You don't need a new link every time.

What if I don't have internet access or any mobile data?

Not everyone has access to the internet or finds technology easy. A quick call to the surgery, and our Reception team can complete the form on your behalf.

I struggle to get through on the phone

We do ask that you try, where you can, to complete the online form yourself, or ask someone to help you. This is so that our phone lines are less busy for those who do need us to complete it for them.

We have more staff supporting the new system, both answering patient calls and assisting the Triage Doctor team in accommodating patients' requests.

Why do I have to answer questions if I want to see a Doctor? Why can't I just say, 'I want an appointment'?

Each request we receive is now triaged, or assessed, by a doctor. So that they can offer the most appropriate appointment or advice, we ask for as much information as possible. Some requests may be able to be dealt with via a telephone call, or even a text message, or a face-to-face appointment may be more appropriate.

The more detail you provide, the quicker your request will be assessed and the more likely you will be offered what is needed.

What questions will I be asked?

You'll be asked to describe the medical problem and symptoms or concerns, how long you have had these symptoms, if they are getting better or worse and how you would like us to help. If you would prefer a telephone call or face-to-face appointment, you can tell us here as well and we will do our best to accommodate your request.

If the Triage Doctor requires more information, they will contact you. This may be by text message so please keep your phone to hand.

When should I fill in a form?

We are currently able to offer appointments on the **same day** as you complete your request.

We therefore advise you complete the online form on the day you are available to either receive a telephone call or attend for a face-to-face appointment. Completing the form as early in the day as possible will increase the likelihood of you being offered a same day appointment.

Once you have completed your request, please keep your phone to hand and we will contact you as soon as possible.

Why is the form not available all of the time?

We have found that patients ask us about emergency conditions at weekends or late in the day, instead of contacting NHS 111 or 999. We feel it is safer to switch the system off when we are closed.

You may find the form switched off later in the day if we have filled all the appointments, we can offer that day. You can send your request from 8am on the days we are open.

If you need an emergency appointment, after 4pm, please telephone the surgery and our Reception team will take the details and pass on to our Triage team.

Can I put in a request on behalf of someone else, a child or elderly relative for example?

Yes. Our system will ask if your request is about you or someone else and you can then provide the patients details.

Can I just come down to the surgery?

We ask that you **DON'T** come to the surgery without an appointment. If you do, our Reception team will ask you to complete the online form, or a paper version in reception, and leave reception whilst your request is assessed.

In an emergency you should attend Accident & Emergency, or call NHS 111 or 999.

Can I request a particular Doctor or practitioner?

Yes, although we cannot guarantee that they will be available, we will do our best to accommodate your request. If the Doctor you request isn't available, we will let you know, and offer an alternative if possible.

Our Doctor's usual working days can be found on our website under 'Meet the Team'.

My doctor has asked me to come in for a review, a follow-up appointment or for a medication review, do I still need to fill out the online form?

If your GP agrees that a follow-up appointment is appropriate, then this will be arranged, up to 2 weeks in advance. In most cases this will be with the same GP for continuity of care.

Where the GP asks you to come back further than 2 weeks, or to contact us again if your symptoms do not improve, then we ask that you complete the online form. The assessing Triage Doctor will confirm with our records the best course of action.

Why am I being asked to use the check-in machine when I arrive for my appointment?

As our Receptionists are assisting our Triage Doctors, we ask that when you arrive for your appointment you use the self-check-in machine just outside the practice waiting room. This is linked to our appointment system and lets the person you are seeing know you have arrived.

Our Reception Team remain available to assist where your enquiry isn't suitable for the online form.

Why am I being directed to use the NHS App to see my results or request repeat medications?

Our new way of working is NHS England's preferred way for us to deliver care. It prevents both long waits for appointments, reduces missed appointments and allows patients to access their information directly. The NHS App links to your patient record and provides a simpler, more straightforward way for you to order repeat medications or view your latest test results. It also means that you can view your results or request repeat prescriptions at a time that is convenient to you.

More information and support can be found by visiting www.nhs.uk/nhs-app

You can ask about recent test results by completing the online form 'I have an admin query' and a member of our team will be in contact with you.

I'm housebound and need to request a home visit, can I use the online form?

Yes, we do ask that your request is submitted as early in the day as possible, preferably before 10:30am, to help our Triage Doctors plan their visit.

Is the online form confidential?

Yes. Your completed form comes into a central inbox at the practice and are assessed by the relevant teams, Triage Doctors, Prescribing team, Secretaries and Admin. All of our team are bound by the same confidentiality clauses.

We ask that you select the correct option for the right team to pick up your enquiry:

Medical issue:

- A new or ongoing medical issue

Admin query:

- Doctor's letter
- Questions about a referral (update / status)
- Test results
- Fit (sick) note
- Repeat prescription
- I need help with something else

Change can sometimes be unsettling, but we want to reassure patients that these changes are being made to improve the way in which you access our services, making it fairer, more accessible, and easier for everyone.

We recognise that no appointment system suits everyone. The new system is, we feel, the best option in enabling us to provide an improved, more efficient service for our patients.

We have been overwhelmed by the incredibly positive feedback we have received since we introduced the new system on 4th July 2023, and we would like to take thank those who have passed on their feedback and helped shape and improve the services we offer.

Park Green Surgery