

# ***Billesdon and Bushby Surgeries***

## **Important Notice to Patients**

**From January 2017** the appointments for Nurses and Health Care Assistants is changing  
**The open surgery to see the Nurse or Health Care Assistant is stopping.**

From January 3rd 2017 all appointments will be pre-booked when you want to see a Nurse or Health Care Assistant.

When booking an appointment the receptionist will ask you for a few details regarding the type of appointment you need. This is just to make sure you have the right appointment, with the right person and the right amount of time for your problem. We hope this will reduce your waiting time at the surgery and improve the efficiency of the surgery.

To help the doctors meet the ever-changing care demands and reduce pressure on resources  
**Please note the following advice when using the GP open surgery**

Open surgery to see a Doctor is not changing . The doors open at 8.30am. To avoid queuing outside the surgery you can arrive between 8.30am and 10.00am to see a GP on the same day.

Please restrict your visit to one problem if you wish the Doctor to deal with more than one problem you may be asked to come back another day or make an afternoon appointment.

If you have a medication request please use the dispensary or for a repeat request you can register online on the practice website [www.billesdonsurgery.co.uk](http://www.billesdonsurgery.co.uk)

If you have a wound that needs dressing the Doctors will re-direct you to see the nurse so please make an appointment to see a practice nurse or health care assistant for all dressings.

If you have a form that needs completing or a repeat sick note you may not need to see the Doctor please tell reception and they will deal with your request.

Please ensure that you have attended for any blood tests or procedures that have been arranged for you and the Doctor has received the results before you come back to discuss things with the doctor, unless you have become more unwell.

Remove you coat if you think you will need an examination.

If you have an emotional or complex medical problem it might be better with an afternoon appointment, these are pre-bookable and can be longer than 10 minutes if necessary, please request this at reception.