



Monkfield Medical Practice

New Appointments System

Many thanks to all those patients who have given us feedback on the new appointments system we introduced in the middle of December. The overwhelming majority of the comments we have received have been very positive and we are delighted with the way it's going.

For anyone who missed our advertisement in the Crier in November we have simplified the system and now offer two sorts of **routine** appointments:

- On the day – just ring us before 12 noon and we guarantee you a consultation with one of our clinicians (GP or Nurse Practitioner, either face-to-face or by telephone) that day.
- Pre-booked consultations, which can be booked up to a month in advance.

We have kept our promise to provide a consultation for everyone who calls before 12 noon throughout the busiest time of the year – even on the day when 87 patients (or more than 1% of the total number of patients registered with the Practice) called us.

We have also improved our ability to offer the doctor or nurse practitioner of your choice because fewer people are seeking appointments for minor coughs and colds, earache and sore throats. Cambourne residents have responded well to the latest information that antibiotic treatment does not help self-limiting viral illnesses. Excess antibiotic prescribing puts us all at risk from resistant germs – we can protect our families by saving antibiotics for when they are really needed.

We will do our best to accommodate any request to see a particular doctor or nurse practitioner and we understand the importance of continuity of care. If we cannot offer you the person of your choice on the day you call we will make sure that whoever sees you communicates appropriately with your usual doctor or nurse. We have a skilled and experienced team which meets regularly for updates and education and case discussion.

As you would expect, anyone needing **emergency** treatment can still call us at any time of day and you can find full details of our appointments system on our web site www.monkfieldpractice.co.uk.

Dr Peter Bailey
GP

Denise Pora
Practice Manager