

GARTHDEE MEDICAL GROUP

New Year, New Appointment System

From Monday 6th of January 2020 Garthdee Medical Group will be trialling a new **emergency** appointment system. Change is often difficult but we hope the new system will benefit everyone.

WHY are we changing the system?

- We have become aware it is not safe or sustainable for us to continue our current working pattern when 1 GP has to deal with all phone calls, emergency consultations and emergency visits
- We are experiencing an increasing demand for on the day appointments
- We are caring for increasing frail and elderly patients
- We are getting more requests for consultations by telephone
- We are dealing with many patients who have multiple complex illnesses, in the past they would have been managed in hospital
- The practice continues to cover a wide area including Mastrick, Sheddocksly, Torry and Cove

WHAT are the changes?

- There will be an emergency team made up of:
 - 2 GPs
 - Practice Based Advanced Nurse Practitioner
 - Visiting Advanced Nurse Practitioner
- There will continue to be pre-bookable appointments, but you may have to wait a little longer to see the GP of your choice

HOW can you help us?

- Please give feedback on the new system, both good and bad
- Use emergency appointments responsibly
- Take your medication as prescribed
- Order your repeat medication in plenty of time
- Take up the offer of immunisations against flu, shingles, pneumococcal infection

