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Blackwater Telephone/Booking System

All GP appointments are to be made via the telephone system; **no GP bookings** will be made at the desk.

Nurses have a limited number of specific appointments available to book on-line, if you do not already have access to on-line services, please visit the surgery with ID and our reception team will arrange this for you. **No under 16's are allowed on-line booking facilities.**

Pharmacist or Physio appointments can be made at the desk or over the telephone.

Advance bookings - did you know that unless you specifically need a same day appointment you are now able to pre-book appointments with any of our clinical staff. You do not need to call at 8am to get an advance booking. Our phone lines are consistently open between 8am and 6.30pm.

- The lines open at 8am and close at 6.30pm.
- The first 15 people will get into the queue.
- If you are not one of the first 15 people, you will hear a recording telling you that the queue is full and to keep redialling until you are connected. (This may take some perseverance.)
- This does not mean that there are no appointments, it means the queue is currently full.
- Once in the queue you can continue to hold, or you will be given the option to press 0 for a call back. Your place will be held in the queue and the system will call you back when you reach number 1.
- When the GP appointments for the day are full, you will hear a recording telling you this.
- If you require a Nurse, Pharmacist, Physio, or general enquiry, then continue to hold until your call is answered.

Extended Access appointments – the practice is now offering this service to all patients, again if you do not need a same day appointment these can be pre-booked by our reception team.

Thank you.
The Partners
Blackwater Medical Centre