Walk-in Clinic Updates

Over the last few months, like most other GPs, we've found it difficult to meet demand for appointments. There are lots of good reasons for this but we're not happy with the time people have to wait to see us when they fall ill.

We've come up with a plan that we hope will serve you better.

We introduced a pilot of a morning walk-in clinic for everyone, not just for children run on Tuesdays and Thursdays. This has been a success and welcomed by our patients and clinicians alike. **From Monday, 4th of January 2016, the universal walk-in clinic for all ages at Ferryview Health Centre will run on ALL WEEKDAYS from 08.00 am to 11.00 am.**

If you have a health problem and need to see a clinician just turn up between 8am and 11am at Ferryview and you will be seen. If you have an 'administrative' need such as extending a medical certificate or re-referral to hospital, we will help you to sort this out without having to queue up to see a doctor.

We'll still have plenty of booked appointments in the afternoon and evening for people who would prefer to pre-book an appointment; for patient with long term or complex health problems and for those who do not want to sit and wait in the walk in clinic.

To help the clinic to run well, you'll need to tell the receptionist what is wrong and they will put you down to see the most appropriate clinician or help you to sort out administrative issues. This is what we call Right Person First Time.

PLEASE BE AWARE THAT WE EXPECT THIS CLINIC TO BE BUSY AND WAITING TIMES MIGHT VARY, ALTHOUGH WE ENDEAVOUR TO KEEP IT LESS THAN 60 MINUTES. WE ALSO ADVISE THAT OUR **CLINICIANS WILL ONLY DEAL WITH YOUR MAIN AND MOST PRESSING <u>SINGLE PRESENTING PROBLEM</u> .**

IF YOU HAVE MULTIPLE ISSUES AND NEED LONGER APPOINTMENTS PLEASE BOOK AN APPOINTMENT AS USUAL.

FERRYVIEW HEALTH CENTRE	All weekdays (Mon-Fri)	All Ages- Walk-in and Wait Clinic (*No separate Under 16's Clinic on these days and please note the earlier cut off times*)	08.00 am to 11.00 am