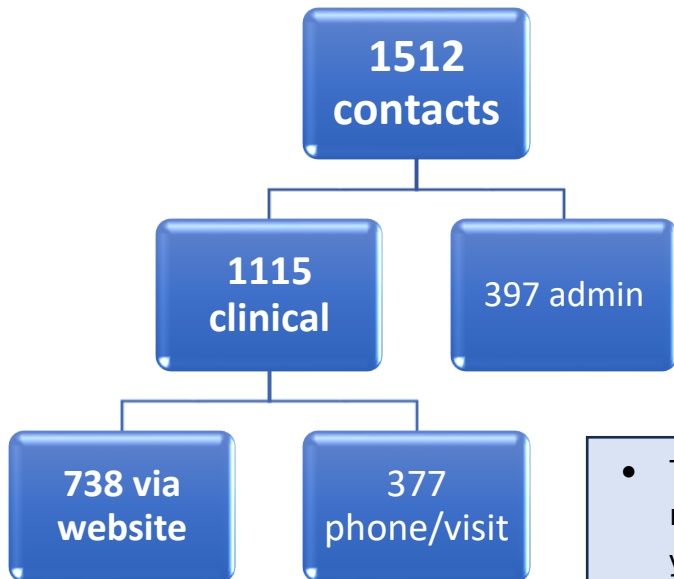




Update to patients re: new appointment system.

What were the outcomes?

Action- other	85
Advice given	148
Appointment	805
Medication issued	34
Review completed	43



Who is using the website?

Age	Website	Phone/ in-person
0-15	143	79
16-24	58	22
25-34	77	19
35-54	228	53
55-64	79	45
65-74	83	54
75-84	49	63
85-96	21	42

- Thank you for helping us make the transition to our new appointment system. We would like to update you on how it is going.
- **All the requests were dealt with on the day they were submitted.**
- A reminder that this system is designed to be.
 - **SAFE** – all requests are seen by a doctor the day they are submitted and
 - **FAIR** – equal access available to all patients whether requests are on-line or by telephone. Patients are seen by the appropriate clinician either urgently or in a routine appointment or given advice as decided by the triaging doctor.
- Any feedback is welcome so that we can get the system working as smoothly as possible.

Top Tips to help the Duty Doctor

1. If you feel your problem is urgent, and may need an on-the-day appointment, please get your request in as early as possible (07:30 start for on-line requests, 08:30 start for a phone request via our reception team)
2. Please give as much information on the forms as you can and fill out the questionnaires in full so that the duty doctor can make a safe decision – we will ask you for more information if we do not have enough information to make a safe decision.
3. If you register for SystmOnline you do not have to fill out your details each time you submit a request click [HERE](#)
4. If the system is used appropriately, we should have enough appointments for everybody who needs them. Please do consider other options (e.g. self-care, seeing a pharmacist) prior to submitting a request.