

NEW WAY OF OFFERING DOCTORS' APPOINTMENTS AT NEW HALL SURGERY FROM 18TH JANUARY 2010:

Dear Patient,

We are writing to let you know about some important changes to how doctors' appointments are booked at New Hall Surgery.

If you have telephoned for an appointment over the past few months your call may have been taken by a doctor. By speaking to people directly, the doctors have been able to help with some problems over the telephone. It has also been possible to use the available appointments more efficiently. By asking a little about the nature of the problem the doctors are able to book you an appointment with the person who can help you best often at a time most convenient for you.

We have had some very positive comments from patients who have found it helpful to speak to a doctor in this way and have found the system more flexible than before.

From 18th January 2010 the doctors will be dealing with **ALL** requests for appointments in this way. We realise that this is a big change, but hope that it will improve the service we can provide for you. Many other GP practices across the country now use this system and it seems to work very well.

The information sheet on the back of this letter explains a little more about how the new system will work and will hopefully answer any questions you may have.

We hope the change to the new system will go smoothly. We welcome any comments you may have that could help us continue to improve the service we offer you.

Thank you,

**Dr Rawcliffe
Dr Kapur
Dr Greene
Dr Guest
Dr Davies
Dr Watson**