

Appointment Booking Policy for Strathpeffer Medical Practice

At Strathpeffer Medical Practice, our goal is to provide efficient and timely healthcare services to all our patients. To ensure that everyone receives the care they need, we have implemented the following appointment booking policy:

1. Appointment Types:

- a. Routine Appointments: These appointments are for non-urgent medical concerns, follow-up visits, and preventive care.
- b. Urgent Appointments: These appointments are for immediate medical needs that cannot wait for a routine appointment.
- c. Telephone Consultations: For certain medical queries, our doctors may offer telephone consultations instead of in-person visits.

2. Booking Appointments:

- a. By Phone: Patients can call our reception team to schedule appointments. Please provide accurate and detailed information about your medical concern to help us allocate in the appropriate amount of time.

3. Urgent Appointments:

- a. Same-Day Appointments: We reserve a limited number of slots each day for urgent cases. Please call early in the morning to secure a same-day appointment.
- b. Triage System: Our reception team may ask you some questions to determine the urgency of your condition. Based on this assessment, they will allocate an appropriate appointment slot to ensure timely care.

4. Cancellations and Rescheduling:

- a. If you are unable to attend your appointment, please notify us as soon as possible. This will allow us to offer the slot to another patient in need.
- b. Late arrivals: If you arrive late for your appointment, we may need to reschedule it to avoid inconvenience to other patients. Please endeavour to arrive on time.

5. Waiting Times:

- a. We strive to minimize waiting times, but occasionally there may be delays due to unforeseen circumstances. We appreciate your patience and understanding in such situations.

6. Extended Hours:

- a. We understand that it may be difficult for some patients to attend appointments during regular working hours. Therefore, we offer extended hours on specific days to accommodate different schedules.

7. Emergency Cases:

- a. In life-threatening situations, please call 999 immediately.

It is important to note that our appointment booking policy may be subject to change based on the evolving needs of our practice and patients. Whilst this is always an unexpected circumstance, we appreciate your cooperation if such a situation should occur.

Thank you for choosing Strathpeffer Medical Practice. We appreciate your cooperation and look forward to providing you with the best care.