

Friday 28th April 2017

Lochgilphead Medical Practice is making a positive change from Monday 29th May 2017.

The practice is announcing a new system for managing appointment demand lifting the lid on access to your GP. Over 500,000 patients are benefitting from this system in the UK already.

This dynamic and innovative medical practice with a passion for delivering high quality patient care has enlisted the services of GP Access Ltd to introduce an effective and efficient method of managing increased appointment demand, tackling GP and staff workload and workplace stress in the face of dwindling GP resource.

Alastair Turner, practice development manager said “we were extremely sad to see Dr Adrian Ward leave after over 25 years with the practice. The practice have lost a hugely experienced doctor and trusted partner. We wish him well on Mull where he will no doubt revolutionise medical care on the island. However, the move has put pressure on our ability to continue to provide the high standards of GP care in Lochgilphead and our surgeries in Inveraray and Furnace, ward cover in MACHICC and A&E provision as we endeavour to recruit and secure locum cover.”

How it will work?

Three simple steps:

- 1 Phone the surgery on the usual number 01546 462001
- 2 The doctor will call you back. You can ask them to call at a time to suit you
- 3 You are always seen if needed - when? There is no need to book in advance. The doctors will discuss your problem and agree what to do. You may only need advice or prescription, or you may need to see your doctor or nurse. If needed the doctor will offer you an appointment the same day or a later day if you prefer.

What are the positives?

This simple change means it will be easier to get through on the phone, shorter waits to see the doctor, no wasted journeys to the surgery when you don't need to come in and if it is not an emergency you can save a trip to A&E by calling your GP first. The doctor can call you back on your landline/mobile and indeed employers will be delighted that you can save time by not going to the surgery. You can request to speak to an individual doctor of course. We believe the patients will be very happy with this new system and that there will be a more effective use of GP time.



This change will come into effect in Lochgilphead only on 29th May 2017. In the run up to the launch date there will be telephone appointments available for pre-booking only. Leaflets explaining the system in further detail will be available in surgery very soon. Please refer to the website for further information - [www.lochgilpheadmedicalcentre.co.uk](http://www.lochgilpheadmedicalcentre.co.uk)

We will welcome feedback as always.

Practice Nurse appointments will be available in the usual way.

Where there is genuine life threatening emergency call 999 as before.

A&E is for accidents and emergencies.



**Wording for notice:**

Lochgilphead Medical Practice will be changing the system for managing appointments in Lochgilphead (this does not apply to Inveraray and Furnace) from 29th May 2017.

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