

Brickfields Surgery

Important Patient Notice – Changes to the Appointments System

Dear Patients,

As from 1st March 2020, Brickfields Surgery are changing how we manage our patients that come to the surgery early (from 7.30am to 8.00am) to book into the emergency same day clinic. Previously we would give patients a number as they arrived to book them in, in the order as they arrived.

We will no longer be giving out these numbers to patients at the Reception desk. The Reception desk will not be manned until 8.00 am when the Receptionists start work and the telephone are switched on and the reception desk becomes fully operational.

Patients that have early appointments (7.30am to 8.00am) with the Nurses or Health Care Assistants will need to book in on the check in screens in the waiting area. Please follow the instruction on the check in screen and make sure that you confirm your arrival by pressing “YES” at the end. Then take a seat and wait to be called in by the Nurse or Healthcare Assistant.

All the **SAMEDAY** appointments with all Clinicians will be released at **8.00am for the morning appointments** and the **afternoon appointments will be released at 13.00pm.** Our **Advanced Nurse Practitioners** are highly skilled Nurses that see patients with minor illness; they can prescribe medication and make referrals.

Thank you

The Partners, Dr Susan Mathew and Dr Kishore Krishnamurthy

Brickfield Surgery