



## WEeping CROSS Health Centre

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Weeping Cross,  
Stafford, ST17 0EG.  
Tel: 01785 662505  
Fax: 01785 661064  
[www.wxhc.org.uk](http://www.wxhc.org.uk)

## BEACONSIDE Health Centre

Weston Road,  
Beaconside,  
Stafford, ST18 0BF.  
Tel: 01785 214424  
Fax: 01785 785008  
[www.beaconsidehcc.nhs.uk](http://www.beaconsidehcc.nhs.uk)

## JOHN AMERY DRIVE Surgery

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Rising Brook,  
Stafford, ST17 9LZ.  
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[www.johnamerysurgery.co.uk](http://www.johnamerysurgery.co.uk)



## Understanding the Appointments System

### A Guide for Patients

This leaflet explains how the appointments system works. Our aim is to see you within a timeframe that is suitable for your condition.

We will always endeavour to offer you an appointment with the appropriate member of our Clinical Team. To ensure you get the best from our Clinical Team this may not always be with a Clinician of your choice.

Please be aware that our Patient Services Team will ask you to disclose the reason for your appointment – this allows us to signpost you to the right Clinician.



# Appointment Types

We offer a range of appointment types aimed at meeting your needs:



## Telephone Appointments

A telephone consultation is a quick and easy way of resolving minor queries or illness.



## Same Day Appointments

These are intended for urgent problems which need to be dealt with as a matter of medical urgency on the day. **Same day** morning appointments are released at 8 am and afternoon appointments are released at 12 noon.



## Advance Appointments

These can be booked several weeks in advance and are for non-urgent problems.



## Home Visits

Given the time needed to attend patients in their own homes, visits are restricted to patients who are truly housebound and have to be seen on the same day.



## Phlebotomy (Taking a blood sample)

We offer appointments which can be booked in advance by calling the surgery. We also offer a walk in, sit and wait clinic at Weeping Cross. This is open to all patients and there is no need to telephone us before arriving.

### URGENT ADVICE & APPOINTMENTS

Think before you dial. If your problem is a real emergency – such as chest pain, collapse or suspected stroke – dial 999

# How To Book Appointments

To book an appointment please call our Patient Services Team or book online. For a further explanation please see below.

**Please note:** Same day appointments can only be booked by telephoning the Patient Services Team. For contact details please turn over.



## Telephone

Our phone lines open at 8 am and close at 6.30 pm. Our phone lines are busiest around 8 am and 12 noon and we thank you in advance for waiting for us to answer your call. Our Team answer all calls as quickly as possible ensuring they give each patient the time they need.



## Online

Some appointments can be made online. This enables you to book even when the surgery is closed. (Please note: to do this you will first need to register for our online services).



## Phlebotomy (Taking a blood sample)

For the walk in, sit and wait clinic there is no need to make an appointment in advance.

**Reminders:** We will send out text reminders to all our patients who book in advance. To help us do this please update us if your contact details change?

## Appointment Guidance (Please help us to help you)

**Please turn up or cancel** Please don't miss an appointment that you have booked. If you can't make an appointment or need to change it please let us know so we can offer it to another patient in need.

**How can we help?** Some patients, understandably, can be reluctant to discuss the reason for their appointment. However, we are best able to help if we know a little about the care or treatment you need. Please be assured all your information is treated in the strictest confidence by all of the team.

**We understand all your concerns are important** Sometimes the surgery will be busier than usual (for lots of different reasons) and all we ask is that you are patient with us.