

Changes to our Appointment System

Since changing our appointment system from Monday 15th February 2016 in order to provide more flexible patient access, we have been listening to you, our patients ! Clearly, dividing our routine appointments into three time frames, and in particular those booked 48 hours in advance, has created something of a bumpy ride for both patients and staff !!

We have therefore reverted to booking routine appointments 6 weeks in advance and 24 hours in advance, split over mornings and afternoons for ease of access. This change will take a couple of weeks to settle into a more familiar routine for all, so please bear with us in the meantime.

For those patients requiring same day, urgent treatment you will be seen by our new Duty Team, which seems to be working very well for those patients requiring same day treatment. Please note that as these are emergency appointments, the clinicians will prioritise these in order of urgency, so you may have to wait a little longer than usual.

Appointments can be booked in person or by telephone on 01403 782931. With the exception of the Duty Team, all appointments are also available to book on-line within the appropriate time frame via Patient Access.