



Kensington Partnership Patient Participation Group

Kensington Street Health Centre
Whitefield Place
Bradford
BD8 9LB
Tel: 01274 499209
Fax: 01274 481013

March 2017

Making an Appointment

This has been written by the Patient Participation Group of the Kensington Partnership – your GP Practice. All GP Practices need to have a PPG, and we are all patients just like you.

There are more people wanting to see a doctor than the number of appointments available. This is a national problem but it is known to be worse in this area because there are so many people who are unwell.

The average number of doctors' appointments available here per week is 345. So it is important that patients know the best way to make an appointment. There are 3 main ways to contact the surgery to make an appointment:

1. By telephone,
2. In person
3. On line

Telephoning

The phone lines open at 8.00 am every morning from Monday to Friday, and available for that day are soon booked up. So to have the best chance of getting an appointment you need to ring at 8.00 am prompt.

Attending in Person

The surgery doors are opened at 8.00 am prompt and for security reasons they cannot be opened any earlier. To have the best chance of getting an appointment you need to get to the surgery before 8.00am and join the queue.

On Line

A limited number of appointments are available online from 7.00 am. In order to register for this facility, you need to speak to someone on reception, bringing photographic identification and proof of your address. You will then be given user name and password to enable you to log onto the website. You can also use the online facility to book repeat prescriptions.

General

If you have an urgent need to see a doctor, such as suffering a sudden illness during the day, you need to discuss this with reception. The receptionist will ask you some questions, following a strict protocol set up by the doctors. If appropriate, the duty doctor will discuss the problem with you on the telephone and will advise you what to do. Please remember that the reception and secretarial people are just as much part of the practice as the doctors, and they are bound to treat all conversations with you as confidential. So you can talk openly to all of them in the knowledge that whatever you say will go no further and will be kept between them and the medical staff.

Please consider whether you need to see a doctor for your problem. There are many minor ailments where a Pharmacist (at all Chemist Shops) can help.

The nurses at the Practice can also help in many cases. - Please ask at reception if you feel this applies to you.

If you have made an appointment and find you cannot attend it is vital that you let the surgery know as soon as possible.

Many appointments per week are wasted because people do not turn up, and this means that people who need to see a doctor cannot do so.

Finally

We in the Patient Participation Group are always keen to welcome new members with new ideas and suggestions for how to improve the service to all patients and their carers.

If you think you might like to join us (or if you don't want to join the group, but you have some suggestions for how we can serve the community better) please contact our PPG secretary, Nigel Bull, at the address at the head of this letter. Or email him: nigel.bull@bradford.nhs.uk.

From your Patient Participation Group