From **20th October 2025**, our appointment system is changing.

**Why?**

* We need to ensure equity of access, whether you come to the desk, complete an eConsult (online via website) or contact us via telephone.
* We currently have different times for patients to contact us to make urgent / same day appointments (8.00am) or routine appointments (9.30am). We want to open all the appointments at the same time of day 8.00am. This will help patients who work or find it difficult to contact us later to be able to access appointments when we first open. We can also ensure that we have the maximum number of receptionists in to take your calls from 8am.
* We realise that there is more demand for routine prebook able appointments and want our new appointment system to reflect this.

**What is changing?**

* Reception staff will be using a clinical triage system which has been assessed by the GP's at Mallard Medical Practice. This will help the reception staff to advise you of the best appointment options available for you based on clinical need.
* You will then be advised of your options, this could be a same day urgent triage call, pre bookable routine appointment which open between 2-14 days in advance, referral to a pharmacy or an appointment with another clinician such as a Mental Health Practitioner, Pharmacist (at the practice) or Physiotherapist.

**What is important to know..**

* We aren’t changing our capacity; we are just changing the way we manage our appointments and to align them with the needs of our patients.
* We will encourage the use of eConsult where possible. As this allows us to collate more information about your problem. This then gives us more information to triage from.
* As with any change, this will take time to embed, and we thank you for your patience and understanding.

If you have any questions about any of this or want to feedback at any point, please contact  [info.mallardmedicalpractice@nhs.net](mailto:info.mallardmedicalpractice@nhs.net) where your comments will be passed onto the management team.

To help us evaluate the impact of the new appointment system we are asking for feedback on our current one. We will then send out another survey in the coming months to see how it is working.

**Modern General Practice - Your feedback matters**

The Modern General Practice Model aims to help your GP practice better meet the needs of patients and make the best use of services.

Traditional models often involve long waiting times and limited accessibility.

This new approach will make it quicker and easier for you to access healthcare services through online, telephone, and walk-in routes.

We would appreciate it if you could take some time to complete a short survey to help us understand your current level of satisfaction.

*NOTE: Please do not include any personal details or details of health conditions. Information gathered from this survey will be shared to your practice and your local Integrated Care Board to support the assessment of the benefits of the new systems.*

https://bit.ly/43RXyBG