



Developing a new way of offering same-day appointments – what do you think?

Did you know that on most Mondays the 10 GP practices across Fareham typically receive around 900 phone calls for a same-day appointment? GP practices need to make sure they provide enough appointments for patients who need to be seen that day as well as maintaining sufficient numbers of routine appointments. It can be difficult to get the balance right.

We know from recent survey results that people with an urgent problem are happy to travel to see a different GP or an experienced nurse.

In light of this, four of the GP practices (Highlands Practice, Jubilee Surgery, Stubbington Medical Practice and Whiteley Surgery) are setting up a same-day appointment service, similar to the one in Gosport. The aim of the service is to ensure everyone is offered the support they need when they need it. If the service is successful other local practices will be able to join.

The service will be based in Fareham Community Hospital where patients will be offered a face to face appointment if they need one. The service will be run by GPs, nurses and staff usually drawn from the four participating practices.

How would the service run?

- Patients will phone their GP practice as normal and, if they need a same-day appointment they will be asked if their details can be shared with the service.
- Patients will be called back by the service in order of clinical priority with the nurse or GP having a detailed conversation with them
- The patient may be given advice on how to take care of themselves, arrangements made for medication to be available at a pharmacy or an appointment offered.

We would welcome your views on the service which will be taken into consideration as it is developed. You can share your thoughts through an [online survey](#) by August 7, 2017. (Or type <https://www.surveymonkey.co.uk/r/farehamgpsurvey> into your internet browser to be taken to the survey)