

## **Changes to Sutton Bonington Surgery appointment system**

Sutton Bonington has run a very popular morning open surgery system for many years, with a guarantee that patients can be seen by a doctor on any day, without needing to book an appointment in advance.

However, in recent months, the practice and parish council have received numerous complaints from residents of Orchard Close about noise disturbance and parking on the road during surgery times.

There have been attempts to address this by encouraging patients to come later during surgery hours rather than queue at 08.30 but this has not had the desired impact. This problem is no doubt exacerbated by the increased surgery hours at Sutton Bonington, and has reached the stage where the local authority has suggested a resident-only parking order may need to be applied to the road.

After considerable thought, we feel the only solution is to change the appointment system, in order to:

- Reduce disturbance and inconvenience to Orchard Close residents
- Maintain the ability to see a doctor on the same day
- Allow patients with mobility problems to park near to the surgery entrance when attending for an appointment

So we are going to change the open surgery system to a mixture of book-on-the-day, and pre-bookable appointments, to allow people to come at their appointment time rather than have to sit and wait. In addition:

- Surgery times will be extended up until late morning
- Appointments can be booked in person, on the phone or online up until 11.30am for the same day
- The guarantee of being able to see a doctor on the same morning will be maintained, even if all the appointments are full

We hope this will have the additional benefits of reducing waiting time in the surgery, and improving convenience for patients, whilst maintaining the responsive service that has been so valued for many years. We will assess the impact of these changes over the coming weeks and months and would appreciate your feedback over this time.

*East Leake Medical Group - Sutton Bonington Surgery*

**Morning Surgery Appointment Changes from 22<sup>nd</sup> June 2015**

We are making more appointments available to pre-book with a doctor

**Mornings**

**There will be some appointments for you to pre-book**

You can book online, by ringing us,  
or in person at the reception desk

**Same day appointments**

should also be booked in the same way  
drop in surgery will not be available

We will still guarantee to see you the same day  
as long as you book by 11.30am and  
we will give you a time to attend

Routine telephone appointments are still available  
for you to book further ahead

Tuesday and Friday afternoons continue as now  
with pre-bookable appointments

Information & online services [www.elmgroupsurgeries.com](http://www.elmgroupsurgeries.com)

or ask at reception