



Over Surgery News



GP Telephone Appointments

You can book a telephone call with any of our GP's as an alternative to a face-to-face consultation; sometimes having spoken to you the GP will tell you that you do need to be seen in person, but often the issue can be addressed over the phone. Feedback from patients is that they find the service very helpful. You can book these appointments via our website www.oversurgery.nhs.uk (look for appointments called "GP will telephone patient") or by calling the surgery on 01954 231550.

Mobile Phone Numbers

We're doing our best to get hold of mobile phone numbers for as many patients as possible, to allow us to more easily able to communicate with you. Right now we have mobile numbers recorded for just under half our patients. If you're happy to provide a mobile number and you're registered for SystmOnline you can use the website to let us know what it is – go to <http://www.oversurgery.nhs.uk/change-your-contact-details,53030.htm> – or please let us know the next time you're in the surgery.

GP Appointment Booking - Principles

Mindful of the increasing financial pressures that the surgery is facing, we have now introduced two principles when patients book routine or urgent GP appointments here at the Surgery.

Principle 1): If you have a need for urgent medical attention, then we will always see you on the same day – but this will be with our duty doctor rather than a GP of your choosing; also we may ask a GP to call you first to clarify the nature of the problem.

Principle 2): In all other cases you will be offered the first routine appointment available, which may not be with a GP of your choosing. You can always ask to see a particular GP but that might mean you have to wait a bit longer for your appointment.

Appointment Times

We have updated our usual GP appointment times, these are shown below for your information.

Day	Mon	Tue	Wed	Thu	Fri
am	07:30–11:30	09:00–11:30	09:00–11:30	09:00–11:50	09:00–11:30
pm	15:00–17:00	14:00–16:30	<i>Closed</i>	14:00–17:20	14:00–17:00