

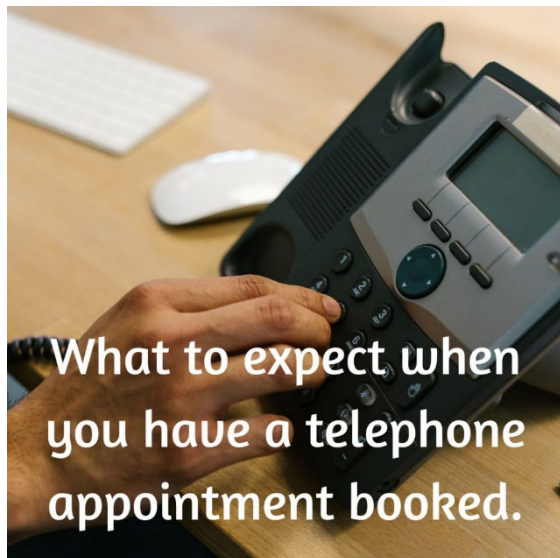
How can you book an appointment?

There are a few ways:

- You can book some appointments online using the NHS App or Rotherham Health App or Airmid or SystemOnline
- You can phone the surgery from 8 am on working days for a same-day or pre-bookable appointment (subject to availability)
- Come into surgery at the desk

Why do I need to give a reason for my appointment?

This helps the doctor to prioritise appointments if needed. Occasionally, a patient may ask for an appointment for something that needs far more urgent action and the patient may be contacted to go to A&E instead. A patient may also book an appointment for something the doctor does not deal with, and the appointment may then need to be rearranged. We have many other roles in our surgery not just GP's who may be able to help with minor conditions leaving GP's free for more complex cases. Explaining your situation while booking helps us to direct you to the correct service.



When will you receive your phone call?

You won't be given an exact time for your appointment. Instead, you will be informed if it will be morning or afternoon.

As it is very difficult to assess how long appointments will last and whether interruptions or emergencies will crop up, appointments may be delayed. We, therefore, do not give you an exact time as we can't promise the exact time will be achieved. Patients who have online access are able to see the time of the telephone appointment, however, this is purely indicative of whether the call will take place in the morning or afternoon. You may also receive a confirmation or reminder sms message with a time, the messaging system cannot differentiate between face to face and telephone appointments so please be aware if you have booked as telephone, it will most likely not be at that specific time.

How will I know the call is from the doctor?

Calls from clinicians working out of Swallownest Heath Centre will show our number however if a clinician is calling from home or your appointment has been booked with another practice out of hours then number will be shown as withheld.

What does the surgery advise if you have a telephone appointment booked?

We advise you to keep your phone charged and with you at all times. As we can't say when exactly the doctor will call, it is important you can answer the call when it comes. We also advise you the call will come from a withheld number.

What happens if you miss the call?

In an ideal world, the doctor would continue to call until they finally got through. This is not possible in real life.

Instead, the doctor will make a maximum of 2 attempts before sending a text message to state you have missed your call and to rearrange the appointment.