

Press Release 22 May 2018

The Elizabeth Courtauld Surgery is introducing a new way to see a clinical professional if you develop a new medical problem.

From Monday 4 June, we plan to run an “open access clinic” every weekday morning, allowing patients to be seen without a pre-booked appointment. Anyone arriving at the practice between 08.30 and 10.30 can ask to see a clinician and wait to be seen in turn.

Everyone at the surgery who arrives and requests this before 10.30am will see clinical staff appropriate for their condition.

It is difficult to predict how many patients might attend each day, so we would ask that people coming to the practice without an appointment **must** be fully prepared to wait to see a clinician.

This clinic is intended for medical problems that have recently occurred (sometimes called “acute conditions”), **not** for ongoing conditions already under NHS treatment (or “chronic conditions”).

Pre-bookable appointments are available at other times throughout the day and on Thursday evenings. We would encourage patients to continue to use these pre-bookable appointments for ongoing, chronic issues.

You can pre-book an appointment up to 4 weeks in advance. Please note that all pre-bookable appointments are 10 minutes only. If you think that you will need more than 10 minutes or you have more than one health issue to discuss, please ask the receptionist for a double appointment when you book.

We hope that the open access clinic alleviates some of the pressure on our appointments system, and we welcome patient feedback about it.