

Information for Patients regarding Saturday collaborative working with Cuckfield Medical Practice & The Vale Surgery

Background

Dolphins Practice have been providing a Saturday morning clinic for some time. We have found that these clinics are very popular with our Patients as it provides more choice around when you can access your GP Practice.

Why?

We are always looking at ways where we can enhance the level of service we provide to our Patients and would like to be able to extend the number of appointments we can provide at these Saturday morning Clinics. Therefore we have been talking with our colleagues at Cuckfield Medical Practice & The Vale Surgery, about how we can achieve this and manage the workload without compromising the quality of care our Patients expect.

How?

As a trial, we shall be alternating the site of our Saturday Clinics with Cuckfield Medical Practice & The Vale Surgery. There will be a Receptionist supporting 2 GPs, one from each Practice. Those GPs will be running a Clinic, seeing patients from their own Surgeries under one roof. If the trial is successful, we would then like to increase the number of appointments available by having additional GPs providing Clinics and seeing Patients from either Surgery. We would also like to consider offering Nurse led clinics, Pharmacy, Travel and Flu Clinics in the future if this trial is a success.

When?

We shall start the trial on **Saturday 7th November** at The Vale Surgery and all appointments for the Saturday morning Clinics will be pre-bookable. You can book in the usual way either by telephoning the Practice or by using on-line booking. The Clinics do not have the capacity to see walk-ins, so as usual, if you have an urgent need over the weekend please contact 111 for advice. We will then alternate sites each Saturday, i.e. 14th November will be at Dolphins Surgery, 21st November back to The Vale and so on. The Receptionist will tell you which Surgery you need to attend when you book your appointment.

Feedback

We really value your feedback, so please let us know what you think about this trial and we will be able to use this to evaluate its effectiveness.

