

## How to make an Appointment at Carnoustie Medical Group:

### Covid-19 Update

During the current Covid-19 pandemic restrictions, all initial contact with the Practice will continue to be made by telephone in the first instance.

**Dental problems should be directed to your own Dentist or the Emergency Dental Clinic, Kings Cross Hospital by telephoning 01382 596990. Contact your Optician for eye related problems.**

To make an appointment for you can use the following methods:

- In person at Reception desk **OR**
- Telephone Number: 01241 859888 – we do get **cancellations at short notice**, so it's always worth checking **OR**
- Use our automated booking service – just phone 01241 859888

Type of Appointment	Explanation
<b>Same Day Appointment Request</b>	<p>You will be asked the nature of your problem. This is so the admin staff can signpost you to the most appropriate person.</p> <p>If it is something that the Doctor can only deal with then you will be asked if the matter could be dealt with by telephone or do you require to see a Doctor?</p> <p>When all our appointments have been used for that day the admin staff will ask you if it is something that needs dealt with urgently. This will then be passed to the <b>EMERGENCY</b> Doctor who will assess if you require to be seen that day. If you do, you will be asked to attend the Practice. If you are asked to attend – you may have to wait a while before being seen <b>BUT</b> you will be seen that day.</p>
<b>Extended Hours (0645–0800 hrs):</b> Very early morning to suit the needs of patients who work	These appointments are predominantly for patient who work and cannot attend during normal working hours. Approximate waiting time of 1 week.
<b>Telephone Appointments:</b> Phone lines are open between 8-6pm	Many problem or queries can be dealt with over the phone unless an examination is required.
<b>Routine Appointment with GP:</b>	We endeavour to see patients as quickly as possible but be aware that the national waiting time for a routine matter is approximately 3 weeks
<b>Future Bookings</b>	<b>Due to the unacceptable high number of patients failing to attend appointments we have reduced our future booking of appointments to 1 week ahead.</b>
<b>Vision Online Appointments</b>	You can now book, check and cancel appointments via the internet at your convenience (anytime of the day or night). Please ask at reception for a registration form.

**REMEMBER:** To use the Surgery Pod to check your height, weight, blood pressure and complete lifestyle questions. You don't need an appointment – just pop in during opening hours (8am-6pm) Instead of waiting in a queue at reception desk to check-in, why not use the touch-screen (housed in the main entrance). It's simple to use and lets the Doctor/Nurse know you are waiting to be seen