



# PATIENT PARTNER

## TYPES OF DOCTOR APPOINTMENTS:

### Emergency

5 minute appointments. Bookable on the day from 8am for the morning duty doctor and from 1.30pm for the afternoon duty doctor. For urgent conditions only.

### 48Hour & 2Week Routines

10 minute appointments. Released at 6.30pm daily for 2 days / 14 days ahead. For urgent recalls and follow-ups. Subject to availability.

### Open Routines

10 minute appointments bookable 4-5 weeks ahead.

In addition the doctors offer a call back service to answer any clinical queries that may not need a face-to-face consultation. Requests will be passed to your usual doctor, or the duty doctor. Calls will be returned between am and pm surgery and may not always be same day.

The **nursing team** offer a selection of appointments and clinics to meet all our patients needs. The reception team are able to help you book the correct appointment.



[www.thecedarsurgery.co.uk](http://www.thecedarsurgery.co.uk)

## WHAT IS PATIENT PARTNER?

Patient Partner serves as an auto-attendant, helping calls to be directed and answered more efficiently by the team at the Surgery. Patient Partner has been successfully installed in hundreds of surgeries and is being used by many thousands of patients daily. Patient Partner will help the surgery ease the problem of congested telephone lines during our busiest periods and will direct calls to those that can help most efficiently.

The Patient Partner system allows patients to book, cancel, check & change routine **DOCTORS** appointments at any time, night or day using their telephone key pad by calling **01628 620 458**

The Patient Partner system is designed to be in addition to and not instead of the ability to speak with a receptionist.

## THE OPTIONS YOU WILL HEAR WHEN CALLING THE SURGERY DURING OPEN HOURS (8am & 6pm weekdays) ARE:

Press '0' for urgent medical conditions

Press '1' to use the 24hour automated booking system for routine **DOCTORS** appointments

Press '2' for test results

Press '3' for prescription queries

Press '4' for home visit requests

Press '5' at any time to speak with a receptionist (during surgery hours)

Press '6' to hear the current patient information message



## WHEN THE SURGERY IS CLOSED THE AUTOMATED BOOKING SYSTEM IS STILL AVAILABLE BY SELECTING OPTION '1'

**IF YOU NEED TO SPEAK TO OR SEE A DOCTOR URGENTLY WHEN THE SURGERY IS CLOSED PLEASE RING THE OUT-OF-HOURS SERVICE ON [0118 936 5390](tel:01189365390)**

**AUTOMATED BOOKING SYSTEM** - This system works by identifying patients by asking for their date of birth and telephone number (mobile or landline). The system will be unable to validate patient identity if this information is not entered as it is on our clinical database. If validation fails, please check the details we have are correct with reception.

**APPOINTMENT REMINDERS** - Appointments will be confirmed by text message and then a reminder will be sent 24 hours before your appointment. Please check with reception that we have your correct mobile number on record.

**TEST RESULTS** - Available by calling between 8.30am & 11.30am Monday, Tuesdays & Wednesday. Please try to call between these times so that an experienced member of staff can help you.

**Surgery policy states that if a result or results require follow up, then the patient will always be contacted directly by the surgery.**

## DOCTORS USUAL WORK DAYS?

**Dr Stawarz** (male) Mondays, Tuesdays, Wednesday & Thursdays

**Dr Donnelly** (female) Mondays, Tuesday am, Wednesdays & Friday am

**Dr Nieland** (female) Mondays, Tuesdays & Wednesdays

**Dr Dosanjh** (female) Tuesday am, Wednesdays, Thursdays & Fridays

**Dr Mehta** (female) Tuesdays & Fridays

**Dr Ngo** (female) & **Dr Maheswaran** (female) Mondays, Tuesdays, Thursdays & Fridays



The Cedars Surgery  
wilderness medical centre

## PATIENT PARTNER

### Appointment Release System (doctors appointments)

Patients should call at 6.30pm	<b>Mondays</b>	for appointments on	<b>Wednesdays</b>	Doctors Stawarz, Donnelly, Nieland & Dosanjh
Patients should call at 6.30pm	<b>Tuesdays</b>	for appointments on	<b>Thursdays</b>	Doctors Stawarz, Dosanjh, Ngo & Maheswaran
Patients should call at 6.30pm	<b>Wednesdays</b>	for appointments on	<b>Fridays</b>	Doctors Donnelly (am), Dosanjh, Mehta, Ngo & Maheswaran
Patients should call at 6.30pm	<b>Thursdays</b>	for appointments on	<b>Monday am</b>	Doctors Stawarz, Donnelly, Nieland, Ngo & Maheswaran
Patients should call at 6.30pm	<b>Fridays</b>	for appointments on	<b>Tuesday am</b>	Doctors Stawarz, Donnelly (am), Nieland, Dosanjh (am), Mehta, Ngo & Maheswaran
Patients should call at 6.30pm	<b>Saturdays</b>	for appointments on	<b>Monday pm</b>	Doctors Stawarz, Donnelly, Nieland, Ngo & Maheswaran
Patients should call at 6.30pm	<b>Sundays</b>	for appointments on	<b>Tuesday pm</b>	Doctors Stawarz, Nieland, Mehta, Ngo & Maheswaran

**The Patient Partner system can only book appointments for doctors, however, patients can check and cancel any appointment using the automated system 24 hours-a-day, 7 days-per-week**

**The reception team are available to help in person or over the phone Mondays to Fridays 8.00am to 6.00pm**



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