



PRIMARY CARE ANNOUNCEMENT

As part of the Primary Care Centre's on-going commitment to improve the service, administrative staff will be carrying out final preparations for clinics, including last minute re-scheduling [between 8am and 8.15am](#).

The Primary Care Centre therefore wishes to announce the following changes to counter and telephone hours.
As from [1st August 2013](#), the appointments service will be operating as follows:-

Telephone Appointment Service

Lines opened between [8.15am to 3.00pm](#)

Counter Service

[8.15am to 4.30pm](#)

We would also like to remind the public how to book an appointment at the PCC

Appointments for repeat prescriptions:

There are two easy options available to obtain your next repeat prescription.

- 1) When you are down to your last prescription, present this prescription at a PCC counter and you will be given an advance appointment before you run out of medication.
- 2) If you have no prescriptions left, go to the Prescription Advisory Unit and you will be issued with a prescription for one month and assisted to get your next review appointment.
- 3) You can also obtain your prescription at a routine appointment.

When possible please ask your GP to provide you with 6 months of repeat prescriptions.

Emergency Appointment - For urgent medical problems:

Same-day emergency appointments are available from [8.15am from Monday to Friday](#).

To book:- Phone or visit at the PCC and request an emergency appointment for that day.

Routine Appointment - For non-urgent medical problems that do not require immediate attention:

There are two ways of booking these.

1) Same Day Routine Appointments:

A number of routine appointments for the day are available from [8.15am from Monday to Friday](#). Please consider whether you need to see the doctor on the same day.

To book: - Phone or visit the PCC early in the morning and request a routine appointment for that day with your regular GP from your registered area (i.e. Blue, Green or Yellow Area).

If no appointments for your GP are available, please request one with another GP from your registered area.

If this is unavailable, please request one with another GP from another area.

If full or unavailable please try again the next morning.

Because of the high demand most routine appointments for the day get booked early in the morning.

2) Advance Routine Appointments for later in the Month:

Advance appointments for the entire month are available from the first working day of that month.

To book: Phone or visit the PCC early in the month and request an advance appointment with your regular GP from your registered area (i.e. Blue, Green or Yellow Area). If no appointments from your GP are available, please request one with another GP from your registered area

If none is available, please request one with another GP from another area.

Because of the high demand most advance appointment get booked within the first 2-3 weeks of each month.

Note:

1. The above does not apply to weekends and public holidays.
2. There may be times when it will be difficult to get an appointment to see your regular GP if they are in high demand or on leave. For this reason it is advisable that you should consider having a second regular GP from the same group.