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PRESS RELEASE

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New Appointments System at Primary Care Centre

As part of the on-going improvements to the Advance Appointments system at the Primary Care Centre, further measures have been introduced to reduce the need to queue or telephone on the first day of each month.

In future, patients who need repeat prescriptions will NOT need to attend on the 1st day of each month. When these patients are down to their last prescription, they can present the prescription at any of the counters at the PCC between 8.15am to 3.30pm. An appointment will be issued for a date before they run out of medication, even if this is for the following month.

This will also apply for a person booking the appointment on behalf of someone else. All that is needed is the presentation of the last prescription.

If patients have run out of medication, they should go to the Prescription Advisory Unit, also located on the 2nd floor of the ICC. An additional prescription will be issued by the Prescription Advisory Team and the patient will be assisted to get his/her next review appointment.

Doctors will also be able to book necessary review appointments themselves or give patients a 'review slip', which should be taken to the counter where an appointment will be given.

Advice for patients:

- A. The new system will provide greater availability of appointments overall. Therefore it is NOT necessary to call or attend first thing in the morning or on the first day of the month in order to get an appointment.
- B. Seven telephones will be manned and 60 lines will be dedicated to the appointments desks. These sixty callers will get a recorded message, any additional callers over and above the sixty, will hear one ring and then will be automatically cut off as an automatic action to prevent a collapse of the system. Callers can expect to be treated efficiently and with consideration.

Patients should also remember that if they are not able to see their preferred doctor, they should see a doctor of the same group, who will have access to their notes and need not wait until their doctor is available.

The staff at the PCC would like to thank the public in advance for its patience whilst the system is being improved, and is confident that by working together we will achieve the best possible results.