**What are sit and wait clinics?**

The sit and wait clinics are designated times where patients can come to the surgery, sign in, sit and wait for an appointment. Patients are not called to the doctor in order of arrival, but are instead prioritised depending on their age and reason for visiting. Your privacy is very important to us and we will therefore always be discreet, however, if you would rather not say your reason for visiting aloud, the receptionists can provide you with some paper to write it on and pass through to them. There is a currently a wide range of waiting times from **20 to 120 minutes**, however, our goal is to reduce this time so that all patients are seen within 60 minutes of arrival. Elderly and young patients are prioritised, however at times, more straight forwards concerns may be taken in first to ensure the service is fast and efficient. Certain conditions may wait longer, for example, chronic pain or mental health as we understand these are complex consultations which we want to provide a suitable amount of time for to ensure every patients concerns are addressed accordingly.

**Alternatives to sit and wait clinics?**

The practice hours are 7:15-18:30 Monday-Friday with extended hours from 18:00-20:00 Mondays and Thursdays. Appointments are also occasionally available on a Saturday between 8:00 and 12:00 by appointment only.

You can book routine appointments, with a waiting time of around 1-2 weeks. These can be booked online, in practice or over the phone.

We also hold some urgent on the day appointments which can be booked at 8 o'clock online or over the phone. Unfortunately these appointments are limited and are therefore usually booked very quickly and many people miss out – this is why we have started the sit and wait clinics to try and see all patients on the most convenient day for them!

We also run specific clinics for minor ops, steroid injections and coil fitting. Ask at reception for more details!
**Why are we doing sit and wait clinics?**

Despite us having a number of on the day appointments, we understand how frustrating it can be when you ring at 8 in the morning and all our appointments are already taken! This new sit and wait clinic is a trial to see if we can address your urgent needs on the day of your choice! We acknowledge that sometimes its not an urgent problem, but it’s the only day which you have free time to come and see the doctor. This is why any problem is valid for the sit and wait clinic. Our aim is to see every patient on the day of their choice and prevent you from having to ring back again and again to try and secure an urgent or convenient appointment.

**When and where are the sit and wait clinics?**

From 8:30 and 16:30 Monday, Tuesday, Thursday, Friday at the Whyburn Medical Practise.

However, our goal is to offer this service 5 days a week!

**Keeping you comfortable**

We understand that waiting in a doctors surgery can be uncomfortable and boring which is why we are aiming to improve your experience.

For patients with mental health concerns who would rather not wait in the busy, loud waiting room we have an alternative room which is calm and quiet. Just notify the reception staff that you would rather wait in there and your appointment time will not be affected. We have air conditioning throughout the practice and waiting area and we are happy to provide children or adults with water. We have children’s toys and books to keep them entertained and can also provide power packs to charge devices (these must be signed in and out and MUST not leave the practice). Although patients must remain in the practice during a sit and wait clinic, smokers can step outside if they need to– just tell the reception staff and your appointment will not be affected.

**FAQ’s**

**What problems can I go to the walk in sit and wait clinic for?** Any issue which you may see your GP for, e.g, mental health, lumps and bumps etc.

**Why does the receptionist need to know the reason for my visit?** This is to inform the doctor of the various appointment needed so that they can be prioritised and to ensure a fast efficient service – some appointments take longer than others!

**Who will I see?** Currently Dr Connor is seeing all the sit and wait patients, however we hope that in the long term we have more than one clinician such as more doctors or an ANP (Advanced Nurse Practitioner).

**Can I leave the practise instead of waiting inside?** As we cannot guarantee when your appointment will be we cannot allow you to leave the practise once signed in unless you cancel at the desk. This is because patients are not addressed on a first come first served basis and are instead organised based on their reason for visiting. Smokers should notify the receptionist if they step outside.