

## When Practice GP Appointments have Reached Capacity for the Day

Once the Practice has reached full capacity (this decision is made by the Duty Doctor) and emergency on the day telephone slots are fully booked the Reception team will manually change the telephone message in the option 1, appointment line;

*“You called the Appointment line. Unfortunately, all our duty telephone appointments have been booked today, so we are unable to offer you a GP telephone appointment today, but you can still get clinical advice from a GP by submitting an e-consultation until 4 pm via the Kingsnorth Medical Practice Website. However, you might still be able to receive a telephone appointment with the Duty Doctor today if you are calling regarding;*

### **\*Exceptions List**

- *a palliative patient*
- *a child under the age of 6 months old*
- *you are housebound or over the age of 75 years*
- *you are on the learning disability register*
- *if you are registered blind*
- *e-Consult advised you to contact the GP Surgery and you deem that the matter is urgent for today*
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*Please continue to hold if you would like to book;*

- *a Nurse appointment*
- *a routine follow-up appointment with a GP*

*A Care Navigator from the Reception team will be able to help you. (the line will stay open and go to Reception).*

**\*The exceptions list above does not guarantee a contact with a GP. This will be decided by the Duty Doctor based on clinical urgency, as well as, ensuring safe limits are not breached.**

Once the Duty Doctor deems the Practice have reached full capacity the Reception Team will advise patients to:

- Call 111. 111 have the ability to book directly into a set number of appointments at the Practice, bookable only by them and not the Practice. 111 can also book an appointment at Musgrove Medical Centre UTC or the William Harvey Hospital UTC
- If urgent, patients can attend a Walk-In-Centre (WHH UTC is walk-in and wait system and is open until midnight). Link below for further details about alternative UTCs.

<https://www.ekhuft.nhs.uk/services/urgent-care/>