



# Holderness Health

30 September 2019

Eastington Parish Council  
8 High Street  
Easington  
HU12 0TS

Dear Sir / Madam

## Holderness Health – New Appointment System

I am writing to let you know that as of today, Monday 30 September, we have introduced a new appointment system which we hope will improve access to appointments for patients across Holderness.

We have spent the last few months undertaking a large piece of work to better understand how we can improve our offer to patients. This has included:

- Reviewing data about the number and type of appointments we need to offer
- Evaluating how best we can utilise the skills we have within our workforce – both GP and other specialised medical practitioners
- Consulting with patients and reviewing complaints and feedback about our appointment system
- Evaluating how best we can utilise our buildings

The changes we are making are described in the enclosed patient leaflet. We hope that the changes will result in a system that is easier to understand and better for patients. In particular, we hope that the following changes will be well-received:

- All our 'Book in Advance' appointment for patients with long-term conditions will increase from 10 to 15 minutes long so that our GPs have more time to spend with patients.
- The new system will make it easier to access a 'Book in Advance' appointment with your preferred GP.
- 'Same Day' appointments will be for urgent matters only and we will have a whole dedicated team delivering these. Although we cannot offer a choice of GP/Practitioner for these appointments, we hope that patients will welcome an increased number and a clearer booking process.

### Head Office

Church View Surgery  
5 Market Hill  
Hedon  
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### Chief Executive Officer

Amalia Booker

### Partners

Dr R J Blackburn  
Dr S Burdett  
Dr C Chant  
Dr J D Clark  
Dr R Driver  
Dr L Ellerby  
Dr D G Fitzsimons  
Dr G D Heaton  
Dr M N Ikpoh  
Dr S J Mason  
Dr V K Menon  
Dr N Metcalfe  
Dr J Russell  
Dr S Sarkar  
Dr G Scott  
Dr P Sen  
Dr J Stephenson  
Dr L Wallis  
Dr V M J Walster  
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Surgery  
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HU12 8JE  
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Hedon Group  
Practice  
4 Market Hill  
House  
Hedon  
HU12 8JD  
01482 899111

Hodgson Lane  
Surgery  
Hodgson Lane  
Roos  
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01964 613221

Prospect  
Surgery  
Chapel Lane  
Keyingham  
HU12 9RA  
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St Nicholas  
Surgery  
Queen Street  
Withernsea  
HU19 2PZ  
01964 613221

St Patrick's  
Surgery  
St Patrick's Green  
Patrington  
HU12 0PF  
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- An increased number of appointments will be bookable online for those that like to book in this way.

We still have much work to do and our next big project will be to install a new telephone system. This is a large piece of work that involves a significant financial commitment so we want to ensure that we source the right system which will improve access for patients. We are currently in the process of specifying the system and obtaining quotes and hope to be able to implement a new system in early 2020.

Please feel free to include any information about the new appointment system in any parish communications/newsletters as we welcome any opportunity to make patients more aware of the changes.

If you have any queries or concerns, please direct these to me at the practice and we will ensure that you receive a response.

Yours faithfully

A handwritten signature in black ink that reads "A. Booker". The signature is written in a cursive, flowing style.

Amalia Booker  
**Chief Executive Officer**