



*"Trust our family to look after your family"*



# APPOINTMENTS



Over the next 3 months we will be improving our appointment system and how you book appointments. We are working behind the scenes with an expert who has a proven track record in helping Doctor's Surgeries to Care Navigate patients into the most appropriate appointment.

Patients will have access to clinicians such as our:-

Same Day Care Team; Minor Illness appointments for chest infections, earache, skin rashes; Pharmacy; Direct Referral for joint pain and IAPT for anxiety and depression.

We are recruiting Pharmacists, Physiotherapists and Mental Health Workers. These specialised clinicians/services, along with Care Navigation will free up Doctors to see patients that really need a Doctor's help. Please help the PCCs by giving a brief description of your problem so they can help you see the most appropriate clinician for your health needs.

Your feedback is important to us, both good and bad, so we can continue to improve our services to meet your needs. Please visit our website at [www.yorkmedicalgroup.co.uk](http://www.yorkmedicalgroup.co.uk) and click "Feedback and Suggestions" if you wish to give us feedback.



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