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WEST MALLING GROUP PRACTICE

Booking Appointments

Please note that as from

Monday 28th October 2019

There will be a change in the way patients are able to book appointments.

URGENT APPOINTMENTS ON THE DAY RELEASED AT 8.15AM

If you require an urgent appointment for that day only these will be released either at reception or by telephone at 8.15am.

ROUTINE APPOINTMENTS PLEASE CALL AFTER 10.30AM

If you require a routine appointment to be booked in 1 week, 2 weeks', 3 weeks', or 1 months' time you need to call back at 10.30am or after.

If you request a routine appointment by calling before 10:30am, you will be advised to call back after 10:30am.

Please note that the 'Book on a Monday for a Monday' rule still applies. This means that routine appointments for 1 week, 2 weeks', 3 weeks', or 1 months' time can only be booked for the weekdays ahead of the day on which you are making the appointment

This will enable us to provide a more efficient service to patients when requesting an appointment

Thank you for your assistance

West Malling Group Practice