

## **Changes to Appointments**

**Bridge House Medical Centre is changing their GP appointment system.**

**If you need to see or speak to a GP you will be asked to complete an online triage questionnaire, accessible via the Bridge House website. No problem if you can't do this, just contact reception on 01789 292137 and they will be happy to fill it out for you.**

**During the process you will be asked 'What can we do for you?' And that's where you will be able to say how you want to be contacted, with a telephone call, (mobile or landline), or a face-to-face appointment.**

**A GP will look at every patient triage on the day that it comes through and then be in touch with you to arrange an appointment or direct you to the service you need. Urgent issues will be prioritised for contact on the day within four hours. All other patients will be contacted on the same working day.**

**When you fill in the questionnaire you will also be offered an option to ask for a specific doctor. This can be useful if you have an ongoing condition that a particular doctor is dealing with for you.**

**Please contact the Patient Group through the contact form if you have queries, suggestions or comments. Your feedback is important!**

**PPG Committee 2026**

***Info: The word 'triage' is defined as the process of accessing a patient's needs and how to prioritise their care.***