

## New Emergency Surgery with Timed Appointments

**As from 4<sup>th</sup> November, 2019, there will no longer be a walk-in sit-and-wait Emergency Surgery at TMC.**

This service has become over-whelmed by the way it is used, making it unsafe and causing very long waits for some very unwell people. In order to improve our urgent access service we will now be running **timed Emergency Surgeries**, staffed by Emergency Care Practitioners and GPs. This should mean that waiting times will be reduced and the waiting room will therefore be less congested. You should only book into one of these appointments if your problem is **too urgent** to wait until the next available pre-bookable appointment.

### **Emergency Surgery Guide**

- ❖ This will run every morning and afternoon Mon-Fri
- ❖ Appointments cannot be booked before the day of the clinic.
- ❖ Only 1 problem per appointment. No routine problems will be dealt with during the emergency appointment.

- ❖ No walk-ins, you must have an appointment, as this is an emergency appointment there still may be a wait.
- ❖ Book by telephone, on the day
- ❖ Please check in at the self-check-in screen to reduce congestion at the reception desk.
- ❖ **When all these appointments are taken we will be unable to see any more patients; you can book the next available appointment.**

If you feel your problem can't wait until the next available slot you have several options:

- see a pharmacist
- make an appointment at the urgent care centre via A&E
- access private online GP services, eg Push Doctor
- 111 (but please be aware that if the 111 advisor recommends seeing a GP the same day, we will not have capacity to accommodate this if you have already enquired about the Emergency Surgery and been told that it is full).
- A&E if you feel your problem requires this sort of urgent assessment.

Please note **our receptionists are unable to give you medical advice.** They cannot tell you if your problem is urgent or not. You need to use your own judgement regarding the level of urgency with which you need to seek medical advice about your problem.



**New Emergency  
Surgery System from  
4.11.19**

**TALBOT  
MEDICAL  
CENTRE**

63 Kinson Road  
Bournemouth  
Dorset  
BH10 4BX  
Telephone No: 01202 636400

1368 Wimborne Road  
Bournemouth  
BH10 7AR