

Choose & Book

I am a patient of Dr Hannan at his Thornley House Surgery in Hyde. Dr Hannan and his team are fully committed to giving their patients the very best service they can get from the NHS.

Dr Hannan is very proactive in the use of Choose and Book and for me this is a huge advantage for his patients. I have worked in the NHS for 16 years and have seen many changes. Choose and Book has totally changed how and where patients have their first outpatient appointment.

Historically patients always went to their local hospital for their first outpatient appointment, this was because no other option was made available to them, and while people may be very happy to go to their local hospital there may be lots of other reasons why you would want to choose a hospital further away from home, Choose and Book will enable you to do this. As well as having the options of hospitals across England there is also a list of independent sectors, which include some of the private hospitals that you may also be able to attend at no extra cost to you (some exclusions will apply). This was never an option to patients before Choose and Book.

I have worked with the Choose and Book system for the last two years and am very aware of the advantages this offers the patients. My role has been to train Stockport GPs and practice staff on how to use the system effectively, giving them and their patients a much better understanding of the choices they now have when being referred to hospital. Patients don't have to make up their mind while in the surgery as to which hospital they want to go to, their GP can short list a number of chosen hospitals or community based locations from which the patient can discuss at home with family members, or even go on the NHS website to check out information (www.nhs.uk), this is another service that Dr Hannan likes to promote. I personally think this is a very useful and informative website. The appointment can also be booked/changed or cancelled from this website.

As a patient at this practice I am very pleased with the choice of services that Dr Hannan and his team offer. This varies from accessing ones own medical records to ordering repeat prescriptions on line. Who would have thought 60 years ago we would have been able to do this.

W. Morrell