

Kenneth Gratrix

Patient, Tameside and Glossop Acute Services NHS Trust

Choose and Book is making patients' lives easier by allowing them to choose a hospital and book a first appointment from the GP surgery at a time that is convenient for them. Or they can make the booking later from home.

Patients have been benefiting from Choose and Book at Thornley House Medical Centre in Cheshire, since October 2005. One patient to benefit was Kenneth Gratrix, who lives in Hyde with his wife Margaret. They have been patients of the Thornley House Medical Centre for over 30 years.

Following an eye test, the local optician advised Kenneth to see his GP to discuss a referral to hospital for laser eye treatment. Because Kenneth is hard of hearing, Margaret accompanied him to the surgery to see Dr Hannan.

"Dr Hannan talked to us about Kenneth's treatment and explained that my husband would be referred through Choose and Book. I was impressed that we could choose the hospital and the time and date of the appointment because before we've always had to wait and see."

"Dr Hannan talked us through the different ways we could make Kenneth's appointment, be it at the surgery, on the phone or on the computer at home via the internet.

"We were happy for Dr Hannan to book the appointment there and then because we liked that we could walk out of the



surgery with all the details of Kenneth's appointment on a piece of paper.

"At first, we asked if we could go to the Manchester Eye Hospital because that is where Kenneth had always been before, but when Dr Hannan said that we could go to Tameside General, we opted for that one instead because it is much closer to home and easier to get to. "We were both amazed that Kenneth could have had an appointment within just a few weeks' time".

For Kenneth and Margaret, Choose and Book proved a great improvement compared to the old paper-based referrals. "Even though we were delighted to see that Kenneth could have his appointment so soon, the first appointment that came up clashed with our plans to have time away with family and friends over the Christmas break.

Using Choose and Book meant that we could book an appointment at Tameside Hospital as soon we got back. It was so convenient!

"Dr Hannan booked Kenneth's appointment there and then. We left the surgery with a print out of his appointment details on the Thursday and received a telephone call from the hospital confirming his appointment on the Monday. It was quick and easy."

When asked if Margaret and Kenneth would recommend the Choose and Book service to a friend, Margaret said "Very much so, because there is no waiting around. Choose and Book meant that we could fit the appointment in around our plans instead of the other way around. There was no waiting and no worry. It was very, very easy, and no bother at all!"