**Canolfan Feddygol Bodnant Medical Centre**

**Appointments**

* For all urgent appointments please call the surgery and you will be delt with same day
* All appointment are a phone call in the first instance the GP will then decide if you need a face to face appointment.
* For the best possible care for all our patients we aim to see all patients who request an appointment within 24hours. To help us achieve this we have pre-bookable doctor appointments up to 2 weeks in advance. For all other routine appointments we ask that you ring on the day that you need to be seen.
* You can also book an appointment on the homepage of our website via the E-Consult option.
* At busy times please be assured that we are handling all calls as fast as we can, your call will not be ignored.
* All appointments are for 10 minutes.
* Certain appointments for specialised clinics may need longer times, please ask the receptionist.
* Please remember each appointment is for one problem and for one patient at a time.
* If you are unable to keep your appointment please let us know. We can then release this time for another patient in need.

**Telephone Advice**

* If you wish to speak to a doctor or nurse for advice, please speak to the receptionist who will advise you of the most appropriate time to call to speak to that person. It may be possible to make alternative arrangements to call you back.

**Apwyntiadau**

* Er mwyn cynnig y gofal gorau posibl i bob claf, rydym yn anelu i weld pob claf sydd angen apwyntiad o fewn 24 awr. I’n helpu i gyflawni hyn, byddwn yn trefnu apwyntiadau ymlaen llaw i weld meddyg rhwng 8.10am a 9.00am hyd at bythefnos ymlaen llaw. Ar gyfer pob apwyntiad arferol arall, gofynnwn i chi ffonio ar y diwrnod rydych angen cael eich gweld.
* Ar adegau prysur, gallwn eich sicrhau y byddwn yn delio gyda phob galwad gynted â phosibl, ni anwybyddir eich galwad. Dylid cyfeirio galwadau brys I’r rhif argyfwng yn unig.
* Mae pob apwyntiad am 10 munud.
* Bydd rhai apwyntiadau ar gyfer clinigau arbenigol angen mwy o amser, gallwch ofyn i'r croesawydd.
* Cofiwch fod pob apwyntiad ar gyfer un broblem ac un claf ar y tro.
* Os na fyddwch yn gallu cadw apwyntiad, gadewch i ni wybod os gwelwch yn dda. Yna, gallwn gynnig yr amser yma i glaf anghenus arall.

**Cyngor dros y Ffôn**

* Os byddwch yn dymuno siarad gyda meddyg neu nyrs i gael cyngor, gallwch siarad gyda’r croesawydd fydd yn gallu eich cynghori am yr amser mwyaf addas i ffonio i siarad gyda’r person hwnnw/honno. Efallai y bydd yn bosibl gwneud trefniadau eraill i ddychwelyd eich galwad.