

Appointments.

To make a healthcare appointment with your GP (General Practitioner), Dentist or anyone else, you can use any of these methods:

- ❑ Telephone
- ❑ Online
- ❑ Face-to-Face

When making an appointment, it is important to have a pen or pencil and a notepad close by to write any key information down.

The person on the phone or behind the desk may **ask for AND contact details**, for example, mobile number. They ask **why you are wanting an appointment**, for example,





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Telephone and Face-to-Face.

1. First of all, you want to make sure you have the correct details of who you want to call or walk to. You can always check this online, using a computer or mobile phone, through a Google Search. For example: ***“What is the telephone number for the GP surgery on London Road Sheffield?”*** OR ***“What is the address of the GP surgery on London Road, Sheffield?”***.
2. (If calling) Dial this number into your telephone and wait until you are speaking to someone on the other end. They should begin the conversation with **who they are** and **asking how they can help you**.
3. You should then explain that you are wanting **an appointment, then say the date you are available**. For example: ***“Hello, I am looking for an appointment on Friday.”***
4. They may then suggest a date and time for your appointment. For example: ***“Is Friday at 3pm in the afternoon okay with you?”***.
5. You should then say if this time and date is appropriate for you. For example: ***“Yes that is great thank you.”*** OR ***“Do you have an appointment in the morning?”***.
6. Once an appointment time and date is agreed, you should write this information somewhere you will remember. If you have a diary or a calendar, this would be a great place to write the date and time of the appointment.



Appointments

Here is an example of someone making an appointment:

Please click on this link:

**[Making an Appointment - Speaking English Conversation
\(with exercise\) - YouTube](#)**



Click Here!