

Examples of what to say when booking an appointment with a GP by phone

Booking a standard appointment with a General Practitioner (GP)

A standard appointment is less than 10 to 15 minutes long and usually allows time for you to discuss one or two medical concerns with a GP.



Hello, my name is (say your first name).

If the receptionist is busy you may be asked to hold. When the receptionist answers the call again you'll need to say:

Hello, my name is (say your first name).

I'm calling to book an appointment with Dr (name of GP) on (day you're available).

Or if it's urgent:

I'm calling to book an appointment with Dr (name of GP) as soon as possible please.

The receptionist will tell you the available times for that doctor. For example:

I can offer you 3pm or 4pm with Dr (name of GP) on Tuesday.

Thanks, I'd like to come at 3pm on Tuesday.

Dr (name of GP) will see you at 3pm on Tuesday.
Thank you.

Thanks, Goodbye.

If you need a mental health care plan or you have a lot of mental health concerns to discuss with a GP you'll need to book a long appointment. A long appointment to prepare a mental health care plan is 20 to 40 minutes and allows time to discuss your mental health concerns with a GP.

Booking a long appointment with your GP



Hello, my name is (say your first name).

If the receptionist is busy you may be asked to hold. When the receptionist answers the call again you'll need to say:

Hello, my name is (say your first name).

I'm calling to book a long appointment with Dr (name of GP) on (day you're available).

The receptionist will tell you the available times for that GP and may ask the reason for the long appointment. For example:

I can offer you 3pm or 4pm with Dr (name of GP) on Tuesday. May I ask the reason for the long appointment?

Thank you, I'd like to come at 3pm on Tuesday. I need extra time to discuss my concerns.

You can choose to say *I need extra time for a mental health care plan* if you're comfortable giving the reason. You don't have to say the reason for the appointment, but it can help the receptionist to prioritise the appointment.

Thank you.
Dr (name of GP) will see you at 3pm next Tuesday.

Thanks, Goodbye.

Read the [references](#) for this resource.

Resource: [Making and Managing Health and Medical Appointments](#)

See other sections of this guide or download the complete guide [here](#).