

Dear Patient

### APPOINTMENT INFORMATION

Due to the current pressures on appointments, the Practice operates a nurse triage system for acute, on the day appointments. Our reception staff have been trained by the doctors to conduct the triage effectively and assign you to the most appropriate clinician for your problem. This would be aided if you would give the receptionist as much information as possible about your condition when making the appointment, so they are able to follow their protocol and offer you the earliest possible appointment.

The Practice also operates a cancellation/waiting list. So if an appointment is cancelled then the first patient on the waiting list is contacted to offer that appointment slot if it is suitable.

Should you be unable to attend an appointment please contact the surgery to allow this to be allocated to another patient. The Practice has a large number of appointments where patients fail to attend and do not advise the Practice thus affecting the availability.

All requests for urgent appointments on the day will be seen by the Practice Nurse. The Nurse will, in most cases, be able to deal with your problem within her consultation, but if she feels that the problem requires a GP assessment then she will make an appointment with GP who will be working alongside her on that day. Please note that nurse triage appointments are one problem per appointment. If there are any other issues you will be asked to make another appointment within normal clinic times.

You will continue to be able to make GP appointments up to 6 weeks in advance and there will be some appointments which will be available the day before. These appointments are limited and available on a first come first served basis. If you are unable to get to the surgery for an appointment then the Practice also offers telephone consultations with the GP and Practice Nurse. The receptionist will be able to give you details when requested.

The Practice also offers an extended nurse clinic on a Monday from 6:30pm until 8:00pm for those patients who work. These appointments are booked in advance and are specifically for patients who are unable to see the nurse during the normal clinic times. These appointments are, therefore, more suitable to our working population.

We suggest that if you require an urgent on the day or next day appointment you ring the surgery from 8.00am onwards. You can ring either Gresham Street on 01522 872878 or Burton Road on 01522 872872.

For certain medical conditions (see below) a number of pharmacies in our area are able to offer clinical advice and over-the-counter medication.

#### **Conditions treatable by Pharmacist:**

Athletes Foot, Chicken Pox, Cold Sores, Conjunctivitis, Bites/Stings/Eczema, Dandruff, Diarrhoea, Dry Eye, Ear Wax, , Haemorrhoids, Hay Fever, Head Lice, Indigestion/Heart Burn, Mouth Ulcer, Nasal Congestion, Sore Throat, Temperature Aches and Pains, Thrush – oral, Thrush – vaginal

#### **Repeat Prescriptions**

The Practice does not take requests for repeat prescriptions over the telephone due to Data Protection and risk of errors. The only exception is housebound patients who can ring after 11.00am.

You can arrange to order online by bringing in a form of photo ID to reception staff who will be happy to set this up for you. You can also order in person at the surgery but we do recommend ordering online as this can be done any time of the day to suit you.