

How to book a GP appointment at Pinehill Surgery ?

How does it work for you the patient?

From the patient's point of view it is really very easy

1. Phone the Surgery on **01420 477968**
2. Give your telephone contact details to the receptionist and arrange a convenient call back.
3. **The duty doctor will ring you during the allocated clinic**
4. Your GP will discuss your health problem with you and decide on the next step. This may be a prescription for your health problem, booking an appointment with healthcare assistant for a blood test, referring you to secondary care.
5. You may then be given a face to face appointment with a GP or nurse practitioner on the day or in the near future depending on clinical priority. Depending on your health problem, you may be given a prescription or may be referred for a blood test appointment.

What types of appointments are available?

1. **Urgent appointments for the day - Telephone consultations with GP or nurse practitioner (please also refer to 'Who should I see list')**
 - Phone as early as possible from 8.30am – the reception team can assign an appointment for you.
 - Relay as much information as possible to the receptionist so she can direct/book your appointment with the most relevant health professional (please phone early in the mornings ideally b/w 8.30 and 10.30am)
 - **If you have any particular time constraints to receive a call back** please give this information to the receptionist who takes your call – we will do our very best to call you at a time when you are able to take a call from the doctor. Please ensure your phone is switched on and near you.
2. Semi advance appointments (telephone consultations or face to face appointments)
 - Phone after 11am as the phone lines are less busy then
 - Appointments are available from 2 to 4 weeks ahead.
3. Advance appointments
 - These can be booked with a GP or nurse prescriber up to 4 weeks in advance. There are several appointments available with each GP and nurse prescriber each day. These are normally early morning or late evening appointments.
 - If you know you need to see a GP within the next few weeks, then it's best to be organised and try and use one of these appointments. In addition, this is the best system to use if you want to guarantee seeing the GP of your first choice. The number of appointments we offer in any one week is not infinitely large, and we hold back a proportion of appointments every day for Same Day Urgent appointment slots; the remainder are left free to be booked up whenever requested.
4. **Please remember to Cancel appointments that are no longer required. These can then be offered/allocated to other patients requiring an appointment.**

Q&A

- 1. Is a telephone consultation (TC) an appointment ?**

Yes. The GP will ring you to discuss your problem and will record all information discussed during the telephone consultation. The GP may prescribe medication or arrange an appointment with the relevant healthcare professional. This could be with a Healthcare assistant for a blood test, blood pressure check or ECG or with the nurse for review or with a GP.
- 2. Does a telephone consultation prevent me from seeing my doctor?**

NO. It is about putting patients directly in touch with their doctor at the first possible opportunity in order to deal with their requirements in the most effective way and according to clinical priority.
- 3. Will the doctor arrange for a face to face consultation if I need to be seen?**

YES. Depending on clinical priority the doctor will make a face to face appointment for you to be seen that day or in the future.
- 4. Is this about diagnosing over the phone ?**

NO. Your doctor may offer you telephone advice, adjust your medication on the basis of a telephone consultation or offer you a prescription following discussion of your symptoms. However, he or she will only do this where it is **clinically safe to do so based** on the symptoms or condition that you have and with the benefit of full access to your clinical notes and medical history..
- 5. Is TC about making your doctor's life easier ?**

NO. It is about dealing with your healthcare needs more quickly and delivering a higher standard of patient care. In the past the patients who were first through on the phone were the ones to get the earliest appointments regardless of whether they were the ones that most needed them. By using TC doctors can ensure that patients ***who need to be seen more quickly are seen more quickly.*** They can also speed up the care pathway for any patient requiring tests prior to a face to face appointment, for those requiring review of medication or a pre-existing condition or for those with a straightforward diagnosis for which a prescription can be raised following a telephone consultation.

Other Hints & Tips

- Please refer to 'Who should I see' list prior to booking an appointment.
- Ask yourself, how important or urgent is my health problem?
- Book your appointment according to your health need.
- When booking an urgent appointment, Please ensure you have given the receptionist your contact details for that day.
- Please ensure you are available to speak to the GP during the allotted time the appointment was made for.
- Before you speak to your GP, work out in your own mind what you're worried about, and highlight any particular concerns. Consider preparing short notes, including how you would describe your symptoms.
- If you have more than one problem, decide which one is more important to be discussed at that appointment. Should you require more time to go through several problems, inform the receptionist so more time can be allocated.

Who Should I See?

It can be difficult to know who you should book your appointment with - a doctor, nurse, health care assistant, health visitor or pharmacist? The receptionist will help direct you to the most appropriate healthcare professional, please relay your health problem to the receptionist. This simple guide is aimed at making the decision easier.

Pharmacist(at the Chemists)	Health Care Assistant	Practice Nurse/Practitioner	Doctor (GP)
Colds and sore throats Indigestion Constipation Head lice Thrush Mouth ulcers Hay fever Ear-ache Emergency contraception The Pharmacist will refer you to a doctor or nurse if they feel this is appropriate and necessary.	Basic dressings, re-dressings and follow up dressings Urine testing Checking blood pressure Measuring height, weight, temperature, pulse Recording ECGs Blood tests including INRs Removing sutures (stitches) Health checks Smoking cessation advice	Nurse Practitioner/Prescriber For urine or wound infections, minor ailments, illness and skin complaints Respiratory problems Initial contraception requests The nurse will refer you to a doctor if they feel this is appropriate and necessary. Practice Nurse Dressing assessments / new dressings Injections including flu jabs, B12 and contraception (depo) Asthma reviews Cardiac reviews Diabetes reviews COPD and respiratory reviews Blood pressure (hypertension) reviews Smear tests (cervical screening) Contraception reviews	Urgent medical problems Questions about medication or side effects New symptoms that need investigation Anything not mentioned elsewhere Joint injections Minor surgery If you think you may need referral to hospital or other secondary care//////////////////// Other Professionals Midwives Ante-natal reviews Health Visitors Support and advice for parents with young children Minor Injuries Units Injuries sustained in the last 48 hours Dentists Dental problems and infections

