

### **Enhanced Service**

The Practice offer appointments between 6.30 and 8pm on Tuesdays and Wednesdays for routine pre-bookable appointments with either:-

- GP
- Advanced Nurse Practitioner
- Practice Nurse
- Health Care Assistant
- Clinical Pharmacist
- Occupational Therapist

### **NHS 111**

This service is available 24 hours a day for patients who require urgent medical assistance and advice

**Please ring 111** this is a Freephone number

### **North West Ambulance Service**

If you feel you have a life threatening medical emergency please **telephone 999**

### **Accident & Emergency Department**

This service is available for patients who have sustained an injury or had an accident or need urgent medical attention or patients with a life threatening medical emergency.

Please do not abuse this service

### **MINOR AILMENTS SERVICE**

Many of our local pharmacies can offer health care advice and treatment for you and your family for many minor health conditions.

Please contact the pharmacy direct to see which service they provide OR one of our team refer you into this service

You can be seen for the following:

- Cold and Flu
- Diarrhoea & vomiting
- Fever
- Head Lice
- Sore Throat
- Cough
- Worms
- Acne (12yrs of age and over)
- Athletes Foot (12 years of age and over)
- Constipation (aged 7yrs and older)
- Eczema/Dermatitis
- Hay Fever
- Indigestion/Dyspepsia (Aged 18yrs and over)
- Pain (Aged 3 months and older)
- Piles (Aged 18yrs and older)
- Warts/verrucae (Aged 5yrs and older)
  
- UTI in women (Aged 18 yrs to 64yrs who haven't had previous infection in last 3 months and no blood in urine)
- Conjunctivitis (aged over 2 years)
- Oral Thrush
- Impetigo (aged 3 months and over)
- Vaginal Thrush (Aged 16 to 64 years)

### **YORK ROAD GROUP PRACTICE APPOINTMENT SYSTEM LEAFLET**

**This leaflet has been designed to help you choose the most appropriate appointment for your health needs**

**You do not always need to see a doctor when unwell and certain conditions can be treated by other Health Care Professionals**

**Please remember to cancel your appointment if you find you can't attend. This may then be offered to someone else.**

## **Reviewed April 2023**

### **How to book an appointment**

- Via telephone
- At reception
- E-Consult via our website
- On-line

To register for the on-line access, you will need two forms of identification (1 must be a photo id) Please bring these to reception to allow them to activate your registration.

### **The types of appointments we can offer.**

#### **TRIAGED ON THE DAY CONSULTATIONS**

All patients who ask for a same day appointment with their GP will be offered a 5 minute on-the-day telephone appointment where the doctor will speak to the patient and make the clinical decision to manage the patient's condition on the telephone or book an on-the-day appointment for the patient to attend the surgery for an examination.

The receptionist will need your correct telephone number details and will ask you for a brief description of your problem so the Doctor can prioritise the calls and speak to urgent cases (e.g. chest pains, shortness of breath) first. If you don't wish to say what the problem is you can state it is personal. **The GP will only try your phone number twice.**

#### **FACE TO FACE CONSULTATIONS**

These appointments can be booked up to 4 weeks in advance.

#### **TELEPHONE CONSULTATIONS**

These appointments can be booked up to 4 weeks in advance, they are useful for patients who need to speak to a doctor for either advice, test results, have their medication reviewed or require a continuation of a sick note, but don't need to see the doctor face to face. Please ensure you give the correct telephone number to the receptionist.

#### **ONLINE CONSULTATION**

eConsult is accessed via our website and is a set of online tools for you to check which service is right for your symptoms, get immediate self-help advice, find out what other services can help you or send us an online consultation. It may help to manage certain conditions, without the need to attend the surgery in person.

We will respond to all online consultations by the end of the next working day with a telephone call

We ask all patients who require a continuing sicknote to use the e-Consult rather than ring the practice.

#### **HOME VISIT REQUESTS**

The Doctors will make home visits to patients who are bed bound. All other patients are expected to attend the surgery.

#### **Minor Illness/Injuries consultations**

The Advanced Nurse Practitioner offers Minor illness appointments if you have any of the following conditions:-

Sore throat, earache, chesty cough, conjunctivitis, D&V, sinusitis, rashes, flu symptoms, urinary symptoms, respiratory symptoms, skin infections & contraception. Burns, sprains, lacerations & dressings

#### **Clinical Pharmacist**

Is available Monday to Friday and can discuss medication issues and carry out a medication review instead of you seeing the Doctor.

#### **Occupational Therapist**

is available Monday to Thursday either via phone or face to face consultation. She can help with mobility issues, low level mental health issues or frailty issues.

#### **Wellbeing Co-ordinator**

We have Wellbeing Co-ordinators working with the practice to offer help to patients with the following:-

Finance Issues, Leisure and social contact, managing long term health conditions. Social care Information of equipment which will prolong independence, Exercise classes, Behavioural change & Housing and home maintenance Please ask a member of the admin team to book an appointment to see the Co-Ordinator

#### **PHYSIOTHERAPY ASSESSMENTS**

In- House Physiotherapist assessments are held on Thursday and Fridays at the Practice by appointment ask at reception

You can see the practice physio for an assessment instead of the Doctor, if you have a new or recent problem with any of the following:-

- Back Pain
- Neck Pain
- Sprains and strains
- Twisted ankle
- Shoulder pain
- Sports injuries
- Trapped Nerves
- Whiplash

#### **One person one appointment**

It may be tempting if you have family members with you to ask about them as well, but the time available is limited. If you take longer than the appointment time patients after you end up being seen late.

#### **Late Arrivals**

**We are unable to see patients who arrive late for their appointments. It is practice policy if you arrive late you will be asked to re-book for another day**