



**CHILDREN** – we understand that as a parent you may be very anxious about your child’s health – all our team are here to help you. There are some quick ways you can get help and advice when their condition is less urgent for example:

- Ask advice at your local chemist from the pharmacist – they are highly trained and knowledgeable Health Care Professionals.
- The Pharmacist will either put your mind at rest and also advise you about your child’s symptoms and condition and quite often suggest simple and quick self-care treatments.
- If the Pharmacist is in any doubt or feels they should be seen by a GP they will advise you to do so and direct you to the Practice for an appointment.
- This will save you time and unnecessary visits to the surgery and your local pharmacy may be much closer to you and they are available extended opening times.
- If your child is aged 0-under 5 your health visitor can also advise you; phone **030 333 09820** normal office hours or **Dial a Health Visitor NHS** a dedicated hotline to Qualified Health Visitor for new and concerned parents of Children less than five years of age. This gives you support and advice to minimize the worry. Call 5pm -8pm Monday to Friday  
Tel: **0303 330 9588**.



## APPOINTMENTS FOR CHILDREN

- We have some limited, but, dedicated ‘after school appointments’ in an afternoon.
- Emergency ‘**same day appointments for children**’ our Practice policy is that children should always be seen, however, we ask parents to be prepared to bring them during school hours.
- For routine and ongoing medical appointments we ask that parents book these in advance and **don’t request on the day emergency** appointments which we need to **keep free for children who have emergency conditions**.

## TOP TIPS – YOUR GUIDE TO GP APPOINTMENTS 01924 351520

In this leaflet you will find our top tips on how to access our **GP Appointments** as well as useful advice on seeking help from other Health Care Professionals and organisations – please feedback to us how useful you find this information.



1. **ALWAYS CANCEL APPOINTMENTS YOU NO LONGER REQUIRE**
  - **RING OUR AUTOMATED 24/7 APPOINTMENT CANCELLATION LINE ON 01924 351631**
  - **CANCEL VIA YOUR ONLINE ACCOUNT\* ASK US FOR DETAILS OF HOW TO REGISTER FOR THIS SERVICE**



**EVERY MONTH MORE THAN 120 PATIENTS FAIL TO KEEP THEIR BOOKED GP APPOINTMENTS THAT’S OVER 1,440 PATIENTS THAT COULD HAVE BEEN SEEN ANNUALLY**

- **WE WRITE TO PATIENTS WHEN THEY DO NOT ATTEND (DNA) WITHOUT CANCELLING THEIR BOOKED APPOINTMENT REMINDING THEM WHY THEY NEED TO DO THIS.**
- **FOR THOSE PATIENTS WHO CONTINUE TO DNA, WE HAVE NO CHOICE BUT TO REMOVE THEM FROM THE PRACTICE LIST AND ASK THEM TO FIND A NEW GP.**



**DON’T GO TO ACCIDENT AND EMERGENCY (A & E) UNLESS YOU HAVE A LIFE THREATENING MEDICAL EMERGENCY OR INJURY – A & E IS NOT FOR ROUTINE MEDICAL PROBLEMS.**



**ALWAYS KEEP YOUR LONG TERM CONDITION APPOINTMENTS THIS MEANS YOU CAN MANAGE YOUR CONDITION MORE EFFECTIVELY CUTTING DOWN ON THE NEED TO SEE YOUR GP FREQUENTLY.**

## 2. **SAVE YOURSELF PHONE CALLS AND AVOID QUEUING – HOW?**

*Do you have access to the internet? Computer, laptop, tablet or smart phone? YES? Then our online services are safe, secure and time saving*

### **ONLINE PRACTICE SERVICES FOR PATIENTS**



Register with us for your online account for these services

- Booking and cancelling appointments 24/7 these appointments may be more convenient for you and help you to book more often with the **GP of your choice**
- View your current repeat medication list and order your repeat medication
- View your summary medical records including allergies and repeat medication
- View your medical records including any major health conditions recorded from read coded entries by our Team.
- View your test results
- Send **non-urgent** routine messages to the surgery and we can reply
- When you register with us we will provide you with your personal secure logon and issue your unique username and password (Proof of identity is required even for longstanding patients as we are granting access to your medical records) Ask any of our receptionists for details on how to register.



## 3. **Parents** can set up and manage online accounts for children up to the age of 15\*via proxy access

- Book appointments for children and manage your Childrens record with all of the above services for your child - up to the age of 16.
  - *However children under 16\* can have and manage their own online accounts - this requires the child be to competency assessed by their own GP.*

Sick notes these must be in routine appointments only our GP's can backdate your sick note.



## 4. **CARERS** – do you care for a patient registered with us?

- You can manage all or some of listed online services depending on the patient's preferences. Patients can revoke the authorisation to manage their records and services if they change their mind at any time.
- Are you a formal or informal 'carer' of a patient registered here? But you are a patient at another surgery? We can still register you for third party access. Written consent is required from the patient who must already have their own online account.
- Proof of your ID is also required.
- Ask our receptionists or Rachael Atkinson for more details.

### **ROUTINE APPOINTMENTS**



## 5. **SEEING ANY GP OR YOUR PREFERRED GP**

- For routine non-urgent health problem then 'book-ahead' and be prepared to wait 2-3 days to see any GP or 5-9 days to see your preferred GP.
- All GP's have full access to your medical records. If necessary the GP you are seeing can consult with your usual GP – the main thing is that you are seen.
- You can call us for advice or speak to your GP. GP's instruct our receptionists to take a few detail so the GP can assess the urgency and prioritise call back if needed.

### **SAME DAY MEDICAL EMERGENCY APPOINTMENTS**



- ## 6. Medical emergency appointments – 'book on the day' are for acute medical problems or conditions that are causing distressing symptoms or pain that you cannot cope with.

***We understand that your medical condition is private to you; however, our GPs ask when you call for an 'urgent on the day' appointment if you would not mind giving our highly trained receptionists a few details about the nature of the urgency, they can direct you to the most appropriate appointment or consult directly with your GP – this is totally your choice and you are under no obligation to do so but this will help us to help you quickly.***