Helping Us To Help You

Below are some tips to help you get the most out of the surgery/your appointment:

❖ Many conditions will get better in a few days. Simple measures such as Paracetamol can help relieve your symptoms. Advice can be sought from a pharmacist or NHS 111. Health advice and information is available on https://www.nhs.uk/pages/home.aspx

❖ When you telephone the surgery please be prepared for the receptionist to ask you a few questions, such as your date of birth, address etc. This ensures that the right patient record is selected so that the clinician has the correct information for the consultation.

❖ Many surgeries have a variety of clinicians forming part of the health care team. These may include Advanced Practitioners, nurses, pharmacists, First Contact Practitioners, support workers, social prescribers. Your query or issue may be better served by an appointment with one of the primary health care team and not the GP.

❖ If you have an appointment to be seen, have a think about the questions the clinician is likely to ask you. Common questions include; how long have you had the problem, does anything make it worse/better, the site and severity of any pain/discomfort, any recent changes in lifestyle, medication (over the counter, prescribed or illicit drugs), have you tried any treatments/remedies yourself.

❖ Don’t ‘save up’ your problems for one appointment. This doesn’t help the clinician as it can mean the surgery runs late and insufficient time is given to each problem. If you have several problems or something you feel will take a long time to talk about please tell the receptionist when booking. They may be able to offer you a longer appointment with another clinician, a double appointment or a further appointment at another time.

❖ A routine appointment is 10 minutes long – during this time you will be asked what the problem is, asked some questions, examined if necessary and advised re any treatment or self-care advice necessary. The clinician then has to write up all the information in your medical record. It may be necessary to dictate referral letters, organise investigations etc. If a patient is very ill it will be necessary to arrange for them to be admitted to hospital as an emergency. As you can imagine it can be challenging to get everything done in 10 minutes. This means sometimes we run late.
❖ The practice has policy for patients who arrive more than 5 minutes late for their appointment. In this instance reception will ask the clinician if they are still able to see the late comer. If you are late you may be asked to wait until the end of the surgery so as not to impact on other patients who have arrived on time. In some circumstances it may not be possible for the clinician to see you and you may need to rebook an alternative appointment.

❖ Please don’t expect clinicians to complete forms (eg, benefit claims, holiday cancellation forms etc) during an appointment. These should be left at reception for collection another day. Please note there is often a fee for this.

❖ Letters are not provided for any absence from school. It is a parents decision whether their child if well enough to attend school.

❖ Please do not expect a prescription every time you visit the surgery. Good advice is often the best treatment.

❖ If you cannot keep an appointment, please let us know as soon as possible as this will enable us to offer it to another patient.

Thank you