**Appointment Bookings at Bridge Cottage Surgery**

Did you know you may not always need to see a GP? Other practitioners at the surgery may be qualified to help

you. By ensuring you book an appointment with the correct person, not only will it be easier for you to secure a

timely appointment, you will also be helping to maximise the efficiency of the appointment system. **Please do return to the Surgery if your symptoms remain unresolved.**

|  |  |
| --- | --- |
| **Services available** | **Type of Practitioner** |
| * For minor issues, you can visit any pharmacist. Some medicines may be cheaper purchased from the pharmacy rather than on prescription.
 | **Pharmacist**  |
| * Minor illness for those over 2 years old
* Asthma, Diabetic and Medication reviews
* NHS Health checks
* Blood pressure checks
* Repeat contraception pill and emergency contraception
 | **Pharmacist Practitioner** **/Clinical Pharmacist** |
| * For those over 16 years of age
* Muscle/joint pain in any part of the body: Back, neck, shoulder, elbow, hand, fingers, trunk, hips, knees, ankles, feet, toes
* Any injuries - sprains/strains
* Arthritis or suspected age-related changes
* Neck/Back pain including sciatica, leg pain, pins and needles, numbness
* Anyone who had previously failed physiotherapy
 | **Physiotherapist**  |
| * Blood pressure checks (for hypertension reviews see Practice Nurse)
* B12 injections
* Influenza vaccinations, Pneumococcal vaccinations
* Shingles vaccinations
* MRSA swabs for hospital pre-admission
* Ear irrigation
* Stitch or clip removal
* NHS health checks (age 45 – 75), other health checks (Frailty or age over 75)
* ECGs
* Dressings and wound care
 | **Healthcare Assistant (HCA)**  |
| * Hypertension reviews
* Basic medication reviews
* Chronic disease management (Asthma & COPD)
* Childhood immunisations
* Contraception – initiation and continuation – all kinds of contraception, coils & cryotherapy
* Contraceptive implant fitting & removal
* Cervical screening
* Travel advice and immunisations
* Women’s health and Men’s health
* Spirometry screening
* Compression dressings and wound care
* Administration of injectable medications, e.g. for cancer treatments or hormone replacement
 | **Practice Nurse**  |
| * Chronic disease management (Asthma, COPD, CHD & Diabetes)
* Doppler assessment for investigation of blood supply to lower extremities
* Hormone replacement therapy consultations
* Medication reviews
* Minor illness – coughs, cold, chest infections, ear infections, urine infections, rashes, diarrhoea, swollen glands, eye infections, tonsillitis
* Minor injuries – cuts, head injuries, sprains – not fractures
* Cannot refer to specialist services or request x-rays
 | **Advanced Nurse Practitioner**  |
| * Referrals to local hospitals and services for specialised advice & treatment
* Carry out postnatal checks for new mothers
* Carry out development checks for new born babies
* See and treat people with minor illnesses and injuries
* Some GPs can perform joint injections to help relieve pain
 | **General Practitioner**  |

**Now you know who you would like to book an appointment with? See overleaf to see how to do it.**

**REFER TO OTHER SIDE FIRST**

**Appointment Booking Flowchart (updated 8th December 2023)**

**YES**

**IS IT A LIFE THREATENING EMERGENCY**

**Call 999 or go to**

**A & E IMMEDIATELY**

**NO**

**DO YOU FEEL YOU NEED MEDICATION FOR**

**A MINOR ILLNESS THAT A PHARMACIST COULD ADVISE ON?**

**Have you considered consulting a PHARMACIST**

***(See overleaf)***

**YES**

**NO**

**Phone the Surgery or call in any time**

***Bookable up to 4 weeks in advance***

**Please AVOID busy times**

**(8-9am and 12-1pm)**

 (Please see overleaf what can be booked for these clinicians)

**CAN A**

**PRACTICE NURSE PROVIDE WHAT YOU NEED?**

***(See other side)***

**YES**

**NO**

**DO YOU NEED AN APPOINTMENT WITH A DOCTOR OR CLINICAL ASSOCIATE?**

***(Have you checked that no other clinician can provide what you need? – see other side)***

**Online, Phone or call in to book -**

**8am for a morning appointment or**

**12pm for an afternoon appointment**

**Appointments also available 1, 5 and 10 days in advance at the above release times**

Face to face appointments can be changed to a telephone call if appropriate

**YES**

 **Please Note**

* We have a new telephone system which, when busy, allows patients to receive a call-back. Please do wait in the queue as we are processing and managing calls quicker.
* We have mainly Face to Face appointments to ensure that symptoms are dealt with within one appointment rather than having to ask patients to come in after a telephone conversation and thereby using more appointments.
* Please download the NHS App to enable appointment booking, repeat prescription requests and access to medical records. Ask at reception if you need assistance.
* Make sure we have your mobile telephone number so we can send you confirmation and reminder text messages of your appointments and Doctors can communicate regarding test results if appropriate.

Thank you.

 Surgery Telephone: 01438 715044 Website: [www.bridgecottagesurgery.nhs.uk](http://www.bridgecottagesurgery.nhs.uk)