

## **PARKFIELD MEDICAL CENTRE - NEW APPOINTMENT SYSTEM**

From Tuesday 3<sup>rd</sup> May 2016, our appointment system has changed. Our previous telephone-based appointment system offered many advantages, but we would also now like to also offer more face-to-face appointments for patients to pre-book. **Why are we changing the system?** Patients value appointments with a clinician. Our aim with the revised system is to offer a 25% increase in appointments compared with two years ago, which will mean an increase of some 180 appointments per week. The new system is explained below:

- Telephone appointments can be very efficient when a face-to-face appointment is not necessary.
- Face-to-face appointments are best if you need to be examined or when the problem cannot be managed satisfactorily over the phone.
- Emergency appointments will be managed by the Duty Doctor.

### **How do I book a telephone appointment with a doctor?**

- Please call the surgery to book a telephone appointment.
- Telephone appointments can be booked either in advance or on the same day, for a callback in the morning or in the afternoon.
- The receptionist will ask you to briefly describe the problem. This will help the doctor to prepare for your appointment before speaking to you. If you need a call back during a particular 1-hour window, for example if you are at work or travelling, please let the receptionist know.
- Many problems can be dealt with over the phone which makes efficient use of doctor time and saves you making a journey to the surgery.

### **How do I book a face-to-face appointment with a doctor?**

- Please call the surgery or book online at [www.parkfieldmedicalcentre.co.uk](http://www.parkfieldmedicalcentre.co.uk)
- Face-to-face appointments are bookable either in advance or on the same day.
- Face-to-face appointments are for a specific time. We try our best to adhere to those times
- If you book by phone, the receptionist will ask you to briefly describe the problem. If you book online, complete the field to describe your problem. This information will help the doctor to prepare for your appointment.

### **How do I book a same-day emergency appointment with a doctor?**

Please call the surgery, and the receptionist will ask you to briefly describe the problem. This information is passed to the doctor who can then help the sickest people earliest and helps you to see the most appropriate clinician. The Duty Doctor will phone you back, usually within three hours. The doctor will either:

- help you over the phone if possible or
- arrange an emergency face-to-face appointment with themselves or with another doctor
- If, following consultation over the phone, the problem is not an emergency we will ask you to call back to book a routine appointment at another time

### **What problems are suitable for a telephone consultation?**

Any consultations when an examination is not required; fit notes, medication reviews, blood pressure management; discussion of results; newly pregnant ladies; HRT; urine infections; cystitis; discussion about contraception or the IUD/IUS; Polymyalgia management; follow ups requested by the doctor. If you are not sure, please ask the receptionist or book a telephone consultation and the doctor can advise you if they need to see you face-to-face.

### **How can you offer more appointments than before?**

- More appointments for each surgery session
- Use of telephone consultations which are very efficient
- With patients' support, please:
  - Ask the doctor about only one problem at each appointment
  - Consult our nurse practitioner where clinically appropriate
  - Seek the advice of local pharmacists for a range of common conditions
  - Cancel unwanted appointments using the dedicated phone number **07518 391 153**
  - Use the repeat prescription service rather than asking the doctor
  - Only request home visits for genuinely frail, housebound patients
  - Request home visits before 11.45 am wherever possible

### **One problem per face-to-face appointment**

We are offering 25% more appointments than 2 years ago. To achieve this, it is essential that patients help us by presenting only one problem at any face-to-face appointment. Please do not ask the doctor to deal with multiple problems otherwise it will not be possible to keep to times agreed with other patients. Instead, please book another appointment to deal with any additional problem.

### **When could I see the nurse practitioner?**

Our nurse practitioner is fully trained and experienced in managing many common conditions, e.g. asthma; chest infection; severe ear pains or discharge; tonsillitis; chicken pox; eczema; simple skin rashes; conjunctivitis; contraceptive pills; emergency contraception; hay fever; and many other problems. Our receptionists can advise you if your problem can be helped by the nurse practitioner.

### **When could I see the pharmacist?**

Our local pharmacists are very experienced and can help you with a wide range of conditions, e.g. skin rashes; colds; coughs for less than 1 week; flu; sore throat; blocked nose; earache; threadworms; head lice; hay fever; diarrhoea; cold sores; mouth ulcers; teething; nappy rash; athlete's foot; conjunctivitis; thrush; emergency contraception and many other problems.

### **Can the doctor issue a repeat prescription during my appointment?**

Our aim is to keep as much doctor time as possible available for routine and emergency appointments with patients and the related supporting clinical and documentary work. Please use the repeat prescription service (see below).

### **How do I obtain a repeat prescription?**

We have a very efficient repeat prescription service. Please request your repeat medicines either

- online at [www.parkfieldmedicalcentre.co.uk](http://www.parkfieldmedicalcentre.co.uk)
- e-mail to [prescriptions.parkfield@nhs.net](mailto:prescriptions.parkfield@nhs.net)
- tick the required medicines on the slip of paper attached to your prescription
- complete the repeat prescription form available at reception

From June onwards we shall be using the electronic prescription service (EPS) which means that after ordering your prescription from us, we send your request electronically to a chemist of your choice, from where you can collect your medicines.

### **How can I give feedback on the new appointment system?**

We will carefully review the new system over the next few months. We will be conducting a patient survey later in the year, and greatly value your feedback. If any adjustments are needed, we will explain these on our website, in the newsletter and in the waiting room.