***Making the Right Appointment***

**Why does the receptionist need to ask me questions about what is wrong?**

Our reception staff are important members of the team and they have been instructed to ask patients 'why they need to be seen'

We have trained our reception staff to ask certain questions to help make sure you receive:

* *the most appropriate medical care,*
* *from the most appropriate health professional,*
* *at the most appropriate time*

Reception staff, as with all members of practice staff, are bound by patient confidentiality

To assist in getting the right appointment for you, we have issued the following guidance:

* ***Emergency/Duty Team Appointments****- these should be requested only in the event of an urgent problem that cannot wait for a routine appointment.  This includes issues such as chest pain, problems with breathing, severe abdominal pain, blackouts, changes to conscious level, signs of a stroke, signs of sepsis, broken or injured bones.  Emergency appointments should not be used for longer-term problems, medication requests, fit note/sick line requests or minor ailments*
* ***ANP (On The Day Appointments only)****- these are appropriate for the following conditions:  minor ailments, coughs, cold and flu symptoms, sore throat, ear ache, cystitis/urinary tract infection, aches and pains (including back pain), fever/high temperature, rashes, dizzy spells, abdominal pain, allergic reactions, eye infections, shingles, hayfever, insect bites, diarrhoea and vomiting, STDs, headaches and migraine, emergency contraception*
* ***Routine GP Appointments****- these are best suited to non-urgent problems and follow-up appointments.  They are also appropriate for the management of long-term conditions such as respiratory issues or blood pressure issues, contraception issues, minor ailments, non-urgent general medical issues, mental health follow-up, fit note/sick line requests, medication reviews and alterations*
* ***Practice Pharmacist Appointments****- available for medication reviews and urgent medication queries*

*You can book an appointment through Reception, the same way you would book appointments for other practice staff. This can be done in person or over the phone*

*Appointments with the practice pharmacist last between 15-30 minutes, please remember to bring any medicines you are taking to the appointment so they can be discussed with the pharmacist*

***Please note the practice pharmacist does not issue medicines, they will give you prescriptions which can be dispensed in your preferred community pharmacy the same way the doctors or nurses would do***

* ***Pharmacy Appointments****- The local pharmacists at Boots and Lloyds in Kelso are able to provide treatment for a range of minor conditions, dependent on patient age/medical history.  These include: urinary tract infection, eye infections, suspected chlamydia infection, skin infections, shingles rash and emergency contraception.  They can also provide medication for respiratory tract infections, gastric upset and smoking cessation*
* ***Advanced Physiotherapy Practitioner Appointments -****available to assess immediate bone, joint or muscle issues, give expert advice on how to manage your condition, refer on to specialist services if necessary*
* ***Practice Nurse Appointments****- These should be booked for long-term condition reviews (Asthma, COPD, Diabetes, Hypertension, Cardiovascular).  The Practice Nurses also provide Well Woman services (including smear tests)*
* ***Health Care Assistant Appointments****- The HCAs can take bookings for blood taking (phlebotomy) and INR checks, ECGs, blood pressure measurement and cryotherapy for skin conditions that have been diagnosed by a GP in the first instance.  They also perform New Patient Health Checks as well as routine Hypertension/Blood Pressure Clinics*
* ***Treatment Room******Appointments****- The Treatment Room staff provide services for the BGH, including blood tests that have been requested by BGH/other Consultants, B12 injections, dressing changes, wound reviews, ear syringing, removal of stitches to a wound, catheter changes, doppler examinations, minor injuries.  One of the Treatment Room nurses can also prescribe medication if required*
* ***Coils/Implants/Minor Surgery Appointments****- these are all double appointments that need to be booked with both a GP and the Treatment Room.  Please do not attempt to book this type of appointment on-line - please call reception*

Please book well in advance if you know you will be needing a review appointment

In order to ensure continuity of care, it is better if you see the same doctor every time you attend, although this may mean waiting a few days for an appointment

We keep some free appointments every day for urgent cases, but would ask you to use these appointments appropriately. The lines are always particularly busy first thing in the morning, so please avoid calling then unless your need is urgent

Appointments are available Monday to Friday 8.00 am – 5.40 pm

Please note that not all Doctors are available at the above times

Patients requesting an emergency appointment will be seen that day

We expect patients to keep appointments and notify the Health Centre, in advance, if they are unable to attend

All GP surgeries are by 10 or 15 minute appointments only. ANP surgeries run 15 minute appointments.  Patients who feel they cannot wait until a later surgery may be seen earlier, by arrangement with receptionists. In the interest of patients requiring visits it is essential not to abuse this service

Casualties during working hours should come to Kelso Health Centre Treatment Room

If there is a substantial delay for any reason, you will be given an explanation