

### What sort of appointment do I need?

Currently we encourage appointment booking via telephone for most appointments. This is so we can direct you to the best available service we have at the time.

We do have a range of appointments that are available to book online, such as blood tests, NHS Health Checks, asthma reviews, smears and enhanced access GP etc. Please take care to book the correct appointment as if you book the incorrect one, it could mean your appointment will not proceed.

<b>We do not provide this service</b>	<b>Same Day Routine / Urgent. Capacity is not unlimited</b>	<b>Urgent medical concern for today (Triage) GP is usual provider</b>	<b>GP usual provider</b>	<b>Clinical Pharmacist usual provider</b>	<b>You will be invited by us</b>	<b>Nursing Team is the usual provider</b>	<b>Patient Advisors will direct administration and general enquiries</b>
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Reason	Details and or Restrictions	Staff Member	Face to Face or Telephone	Booking Method and Slot Name
Emergency Life Threatening Concern	Do <b>NOT</b> contact the surgery for emergencies, we are <b>NOT</b> an emergency service	999 or visit the Emergency Department / A&E	In Person / Telephone	999 / or attend the ED / A&E
Minor Injury	Do not contact the surgery, we are NOT a walk-in service and we do not have the diagnostics and suitable treatment options. Not open 24 hours	Minor Injuries Unit	In Person / Telephone	111 / 0300 421 7777 or in Person
Urgent Medical or Routine for today	Provision is not unlimited. If our capacity is reached, you may be directed elsewhere or offered an alternative type of appointment	GP / ACP or Nurse Practitioner	In Person or Telephone	Tel Recep – Lines open at 08.00 Mon-Fri
Urgent Medical Concern for today, once above are fully booked	Provision is not unlimited. If our capacity is reached, you may be directed elsewhere. Please note the patient advisors must adhere to a strict set of guidelines about what is appropriate for triage. Patients who provide false information about symptoms, are likely to be directed by the GP to make another appointment. GP's may also need to call you in for further examination on the day or in coming days based on clinical need.	GP	Telephone	Tel Lines open at 08.00 Mon-Fri and close at 18.30
New Routine Medical Problem and you feel an examination will be needed	If you have new, unexplained, symptoms and a Face-to-Face appointment is likely to be needed and a telephone call may not be sufficient. Wait times vary – the aim is for 2 weeks but can be up to 4 weeks	GP / ACP	In Person	Via Tel or Recep Desk

New Routine Medical Problem and you feel does not require an examination	Please consider if this concern can be fully addressed without examination. If not, please book as above. Wait times vary – the aim is for 2 weeks but can be up to 4 weeks	GP / ACP	Telephone	Via Tel or Recep Desk
Mental Health Concern	<b>For Patients aged 18 and over – we have a Mental Health Nurse</b> For Patients under 12 - GP	<b>MH Nurse</b> GP	In Person or via Telephone	Via Tel or Recep Desk
Routine Follow Up / Flare Up of ongoing medical condition, discussions of results (not annual reviews)	Excludes routine health reviews for e.g., Diabetes, Hypertension, Cardiovascular Disease etc. Asthma, COPD	GP	In Person or Telephone	Via Tel or Recep Desk
Urgent Eye Conditions	<a href="https://primaryeyecare.co.uk">https://primaryeyecare.co.uk</a> The Emergency department can manage emergency eye conditions. E.g., sudden visual loss.	Community Optometrist	As decided by CO	Via Tel
Routine Eye Problems	Seek guidance from your own opticians	Your Optician	As decided by Optician	In Person or Via Tel
Dental Problems	<a href="https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/">https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/</a>	Community Dentist	As decided by Dentist	Dentist via Tel
Podiatry (NHS)	NHS Podiatry is arranged via self-referral online or via 0300 421 8800. <a href="https://www.ghc.nhs.uk/our-teams-and-services/podiatry">https://www.ghc.nhs.uk/our-teams-and-services/podiatry</a>	Podiatrist	As decided by Podiatrist	Self-referral
Physiotherapy (NHS)	NHS Physiotherapy is arranged via self-referral online or via 0300 422 8527 <a href="https://www.gloshospitals.nhs.uk/ourservices/services-we-ffer/physiotherapy">https://www.gloshospitals.nhs.uk/ourservices/services-we-ffer/physiotherapy</a>	Physio	As decided by Physiotherapist	Self-referral
Medication concern / query but no symptom concerns.	Existing medications or adjustments. Please speak to YOUR community pharmacy first, they can resolve nearly all queries directly. If not, then please book with one of our Clinical Pharmacists	Community Pharmacist 1 <sup>st</sup> Clinical Pharmacist 2 <sup>nd</sup>	Speak to own pharmacy first	Tel
Medication Reviews / New Medication requested by another service such as Hospital Consultants/ Specialists	Most medication reviews are conducted by one of our Clinical Pharmacists. The usual exceptions are Long Term Conditions or Mental Health Medications. Medication changes requested by hospitals / other NHS services based on discharge reports or letters.	Clinical Pharmacists	Telephone or just actioned depending on need.	Tel

Annual Review of Long-Term Conditions	Diabetes, Hypertension, Cardiovascular Disease, Asthma, COPD. We may ask for review information in advance e.g., blood pressure readings	Nurse Led	In Person or Telephone	We will invite you. Usually based on your medication review date or birth month.
Contraception Review	We will contact you asking for review information. This is triggered when you request medication that has an out-of-date review, but you can always check with one of our Patient Advisors	Specific Nurse	In person	We will contact you.
HRT (Review)	We will contact you asking for review information	Specific Team	In person	We will contact you.
NHS Health Checks	Patients are invited by text message	HCA	Face to Face	We will invite you.
Sick (Fit) notes for work / college (Referred to as Med 3)	Notes of 1 week (7 days) or less must be self-certified. <a href="https://www.gov.uk/taking-sick-leave">https://www.gov.uk/taking-sick-leave</a> your employer or college should have the necessary paperwork but we have as well: <a href="https://clevelandmedicalcentre.org.uk/sick-note/#triage_explanation">https://clevelandmedicalcentre.org.uk/sick-note/#triage_explanation</a>	Yourself	No requirement	No requirement
Sick (Fit) notes for work / college (Referred to as Med 3)	Notes for after the first 7 days, can be requested via: <a href="https://clevelandmedicalcentre.org.uk/sick-note/#triage_explanation">https://clevelandmedicalcentre.org.uk/sick-note/#triage_explanation</a> You will need to make an appointment usually telephone. If you have had an operation at hospital, you can also ask your consultant / registrar for a sick note	GP	Telephone	Via Tel or Rec
Private Medical Work e.g., insurance, DVLA, Shooting, Flying, Letters, Private Referrals	These are not funded by the NHS. Each request is quoted individually. Some requests require specific appointment types and durations. Private work can take up to 6 weeks in some circumstances. Payment must be made in advance.	GP	Variable, appointment is not always needed	Via Tel or Recep
New Pregnancy / Midwife booking	New pregnancies are booked with the midwife. <a href="https://www.gloshospitals.nhs.uk/our-services/services-we-offer/maternity/your-first-midwife-appointment/">https://www.gloshospitals.nhs.uk/our-services/services-we-offer/maternity/your-first-midwife-appointment/</a> Follow Up Appointments are made directly at the surgery based on frequency set by the Midwife.	Midwife	Face to Face	Initially website. FU Appts via Tel or Recep

Blood Tests	Blood Tests. As per requested by Doctor or Nurse.  Please note, Blood Tests for the hospital or specialist, you must provide the 'Form'	Phlebotomist / HCA	Face to Face	Online, Tel or Recep
Childhood Immunisations (vaccines)	Consult your 'red book' for the timings of these.	Nurse	Face to Face	Tel or Recep
Cervical Screening (Smear Test)	Only when you have been invited by the Central NHS recall system.	Nurse	Face to Face	Telephone or Reception
Wound Care (Complex)	.e.g bandaging, leg compression, first appointment post discharge from hospital	Nurse	Face to Face	Tel or Recep
Wound Care (Simple)	e.g. stitch/clip removal, replacement bandages / dressings	HCA	Face to Face	Tel or Recep
Travel Vaccinations	We can only provide certain vaccinations. Please see our website for further details: <a href="https://clevelandmedicalcentre.org.uk/practice-information/travel-vaccinations/">https://clevelandmedicalcentre.org.uk/practice-information/travel-vaccinations/</a>	Nurse R Limer	Face to Face	Tel or Recep
Adult Vaccinations	e.g. pneumonia, shingles (Only if invited)	HCA	Face to Face	Tele or Recep
B12 Injections	Most patients are treated with tablets	HCA	Face to Face	Tel or Recep
Hormone / Complex Injections	e.g for prostate or breast cancer, osteoporosis, dep-provera. Must be already authorised by a GP.	Nurse	Face to Face	Tel or Recep
Covid / Flu	Children of school age are vaccinated at school. Children under 2 are vaccinated at the surgery. Adults are currently offered vaccinations at the surgery	Varies	Face to Face Online, via telephone or at	

**Abbreviations Face to Face / F2F, Telephone / Tel, Reception / Recep:**