

Commonly Asked Questions

1. What if I am an “emergency”?

Firstly, please remember that you should not hesitate to use 999 and request the help of the paramedics if the situation appears very urgent. The on-call doctor for the day is available until 6 pm and will always try and respond to urgent requests for help. The on-call doctor has an evening surgery booked from 4.30 pm till 6.00 pm, but please bear in mind that this is really for urgent problems that will not wait for a routine appointment.

2. Can I see my “own doctor”

Patients often prefer to see their own doctor and indeed the doctors themselves much prefer this system. The problem for the Practice is that patients needing help “on the day” need to find that there is an appointment available for them. We have tried to compromise by ensuring that all the doctors have a number of appointments each day, which can be booked up to 1 month in advance, and the remainder of their appointments can be booked within 48 hours. If your own doctor’s surgery has been fully booked, then you will be offered an appointment with an alternative doctor.

3. What if I think I need some advice rather than an appointment?

Please remember NHS Direct. This has become a very efficient and useful way of providing information for patients and, if you use it to its maximum advantage, then it helps to keep some pressure off the surgery. Web site address: <http://www.nhs.uk> Please take a look at this site. We think it is excellent and offers an enormous range of medical advice.

Telephone number : 111 if you feel you need to discuss the problem with a specialist nurse.

Secondly, if you feel that your advice particularly needs to come from the Practice itself, then the receptionist can arrange for a doctor or nurse to phone you back.

4. What if it is probably not the doctor that I need for help?

If you think someone else would be better suited to help you, then please remember their direct lines and use them whenever possible:

Health Visitors : 544088

District Nurses : 208236

Welfare Rights Officer : 244040 Appointments number to leave message or book an appointment.

5. What if I need a home visit?

Please remember to phone before 10 am if possible because after 11.30 am it is only the on-call doctor who is available for visits, whereas before 11.30 am it may be that there are 5 or 6 doctors who can respond.

Please remember that home visits are really for those who are truly housebound or are too ill to be transported to the surgery.

It is of great help to the doctors if you are able to find a way to get to the surgery as substantial amounts of time are saved. Our reception staff will always try and be helpful and ensure that you are seen promptly if you have made a special effort to get down to the surgery.

6. **What if I would prefer to discuss my problem with a lady doctor?**

We include several female doctors within the Practice and you are certainly welcome to book appointments to discuss specific medical problems with them.

7. **What if I have a problem with my hospital appointment?**

Your best plan is to discuss this with the hospital:

If it is a simple enquiry about your appointment, then use the hospital appointments number.

Or, if you have a more general enquiry about your hospital management, then it sometimes helps to phone the secretary of the consultant who is managing your case.

8. **What is the best time to phone?**

For home visits - phone as early as possible after 8.30 am.

For routine enquiries, test results etc. or routine appointments please try to call in the afternoon when the telephone lines are quieter.

9. **When shall I use Accident & Emergency at the hospital?**

Any accident which might require x-rays or investigations and immediate nursing care.

Any surgical emergency, Assault, Road Traffic Accident.

10. **How do I book an ambulance?**

For your first appointment we usually arrange this and you can contact us on 244040.

For all follow up appointments, then these arrangements should be made by the hospital.

If you have any queries about your ambulance booking, you should contact the admin staff at the surgery on 244040 as regards the first booking. Thereafter ring the clinic staff at the hospital in the department where your appointment is.