What sort of appointment do I need at Leckhampton surgery?

Currently we encourage online booking for routine GP and blood test appointments. Other appointments require telephone contact with reception at present.

Please take care to book the correct online appointment slot if booking online. If you book the incorrect slot the staff member may be unable to assist you and your appointment waiting time may be repeated. If booking online, please be sure to book the correct ‘**slot name’**.

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| We do not | GP urgent | GP is usual | Pharmacist | You will be | Nursing | Reception will |
| provide these | capacity is | provider – | is usual | invited by | team is | direct |
| services | not unlimited | book online | provider | the surgery | usual | administrative |
|  |  |  |  |  | provider | queries |

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| **REASON** | **RESTRICTIONS** | **STAFF MEMBER** | **F2F or Telephone** | **Booking**  **method /slot name** |
| Emergency medical concern | Do not contact the surgery for emergencies, we are not an emergency service. | 999 or the Emergency Department | Face to face or Telephone | 999 or attend the ED |
| Urgent medical concern for today | Provision is not unlimited. If our capacity is exceeded, you will be directed elsewhere. <http://www.asapglos.nhs.uk/> | GP or Nurse Practitioner | Face to face or Telephone | Contact reception |
| New routine medical problem and you feel examination will  be needed | If you have new, unexplained, symptoms a F2F is often needed and a telephone call may not be sufficient  INCLUDING ALL NEW SKIN PROBLEMS. | GP | Face to Face | **Online:** ‘Face to face GP  appointment’ |
| New routine medical problem which you feel does not require examination | Please consider if this concern can fully be addressed without examination, if not book a F2F instead | GP | Telephone | **Online:**  ‘GP  approximate time telephone call  appointment’ |
| Mental Health concern | GP for patients.  **Crisis line – dial 111 and select option 2 to access support via the county’s crisis services.**  In an emergency, call 999. | GP | Telephone or face to face | Telephone if routine.  Telephone 111, option 2 for crisis line  Telephone 999 if emergency |
| Routine follow up  / flare up of ongoing medical condition for symptoms or results (NOT annual review) | Excludes routine health reviews for e.g. Diabetes, hypertension, Asthma, COPD, etc. These are arranged by our nursing team – you will receive an invite around your birthday, or before. | GP | Face to face or Telephone  as per patient judgement | **Online:** ‘Face to face GP  appointment’ **or Online:** ‘GP  approximate time telephone  call appointment’ |

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| Gynaecological concerns (likely to need pelvic examination) | Telephone first allows planning of more complex examinations | GP | Telephone in the first instance | **Online:**  ‘GP  approximate time telephone call  appointment’ |
| Contraception (New) | New prescriptions for contraceptives or requests for coils and implant fitting.  Oral contraceptives – Your local pharmacy  Coils & Implants – Any GP | GP | Telephone initially.  Coils & Implants – added to waitlist and will be contacted when an appointment is available | **Online:**  ‘GP  approximate time telephone call  appointment’ |
| HRT (New) | Please ensure you have taken your blood pressure prior to the consultation. There is a machine in our waiting room if you do not have access to one at home (we recommend all HRT takers have a BP machine at home) | GP | Telephone | **Online:**  ‘GP  approximate time telephone call  appointment’ |
| Joint injections | Dr Hall no restrictions  Dr Lees – knee, shoulder, trigger fingers only | GP | Face to Face | **Online:** ‘Face to face GP  appointment’ |
| Medication concern/query but no symptom concerns | Existing medications or adjustments. Please **speak to your community pharmacy first.**  Our pharmacy team if  community pharmacy cannot help. | Pharmacist (GP only if pharmacist unavailable) | (Try your own pharmacy first)  Telephone | Contact reception |
| Annual review of  long-term condition (LTC) | E.g. Diabetes, hypertension, asthma, COPD, heart failure etc. | LTC multi  disciplinary team | Telephone usually | **We will invite you.** |
| Contraception (Review) | We will contact you with a text message asking for review information. This is triggered when you request medication  that has an out-of-date review | Specific team | Text message / email | **We will contact you** |
| HRT (Review) | We will contact you with a text message asking for review information. This is  triggered when you request medication that has an out-of-date review | Specific team | Text message / email | **We will contact you** |
| NHS health checks | Patients are invited by text message | HCA | Face to Face | **We will invite you** |
| Urgent Eye conditions | https://primaryeyecare.co.uk/  The emergency department can manage emergency eye conditions e.g. sudden visual loss. | Community optometrist | As decided by optician | Optician by telephone |
| Routine Eye conditions | https://primaryeyecare.co.uk/ | Community optometrist | As decided by optician | Optician by telephone |
| Dental problems | https://[www.nhs.uk/nhs-](http://www.nhs.uk/nhs-) services/dentists/how-can-i-access-an-  nhs-dentist-in-an-emergency-or-out-of- hours/ | Community Dentist | As decided by dentist | Dentist by telephone |
| Podiatry (NHS) | NHS Podiatry is arranged via self referral online or via 0300 421 8800. https://[www.ghc.nhs.uk/our-teams-and-](http://www.ghc.nhs.uk/our-teams-and-)  services/podiatry/ | Podiatrist | As decided by Podiatrist |  Self refer |

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| Physiotherapy (NHS) | NHS Physiotherapy is arranged via self referral online or via 0300 422 8527  https://[www.gloshospitals.nhs.uk/our-](http://www.gloshospitals.nhs.uk/our-) services/services-we-offer/physiotherapy/ | Physio | As decided by Physio |  Self refer |
| Sick ‘fit’ notes for work | Notes of 1 week or less must be self- certified https://[www.gov.uk/taking-sick-](http://www.gov.uk/taking-sick-)  leave | GP or Nurse Practitioner | Usually no appointment  needed. | Contact reception |
| Private medical work, e.g. insurance, DVLA, shooting, flying, legal | Not funded by the NHS. Each request is quoted individually – **do NOT book this online** as work will not be completed that has not been quoted and paid in advance and will not be completed in standard appointments. | GP | Variable – often an appointment is not needed. | Contact reception – this will be allocated to our non- NHS work  coordinator |
| New pregnancy / Midwife booking | New pregnancies are ‘booked’ with the midwife, not the GP. Midwife also does routine pregnancy reviews as per ‘yellow book’ schedule. Requests for termination of pregnancy should be directed to: https://[www.hopehouse.nhs.uk/pregnancy-](http://www.hopehouse.nhs.uk/pregnancy-)  advisory-service/ | Midwife | Face to Face | Contact reception |
| Dementia review | We have specific appointments for dementia reviews. | Nurse (Wendy) | Face to Face | Contact reception |
| Blood test | NOT hospital requested tests, see link for information.  https://bit.ly/3PHbOWj | HCA or Phlebotomist | Face to Face | **Online:** ‘Blood test only (NOT hospital  requested tests)’ |
| Childhood immunisations  (vaccines) | Consult your ‘red book’ for the timings of these vaccines | Nurse | Face to Face | Contact reception |
| Cervical  screening / smear test | Only when invited by the central NHS  recall system. Do NOT book with a GP for smear tests. | Nurse | Face to Face | **Online:**  ‘Smear clinic’ |
| Wound care (Simple) | e.g. Stitch/clip removal or simple dressings | HCA | Face to Face | Contact reception |
| Wound care (Complex) | e.g. bandaging, leg compression, and complex wounds | Nurse | Face to Face | Contact reception |
| Travel vaccinations | https://[www.nhs.uk/conditions/travel-](http://www.nhs.uk/conditions/travel-) vaccinations/ | Nurse (Mollie only) | Telephone initially | Contact reception |
| Adult vaccinations | e.g. pneumonia, shingles (all only if invited) | HCA | Face to Face | Contact reception |
| B12 injections | Most patients are treated with tablets | HCA | Face to Face | Contact reception |
| Hormone  /complex injections | e.g for prostate or breast cancer,  osteoporosis, depo-provera. Must be already authorised by GP | Nurse | Face to Face | Contact reception |