

About appointments ...

- Please be prepared for our receptionists to ask you some **questions**. It enables them to offer you the most appropriate appointment.
- We generally offer appointments with your usual doctor, but this is not always possible.
- We have some **'Book on Day'** appointments available every day, which is why, if you try to book an appointment for a few days ahead, there may be none available, but you may be invited to call back tomorrow.
- A proportion of our appointments are available to be booked **up to four weeks in advance**. Again these are released on a 'rolling' basis, which is why availability changes day-by-day.
- Monday is our busiest day; if you can contact us about non-urgent matters later in the week, it would be most helpful.
- Please telephone, use our automated system or go on-line to **cancel** an appointment if you no longer need it or are unable to keep it. Over 150 GP appointments and a similar number of nurse appointments are wasted **every month** - these could be offered to someone else.
- **Medically urgent cases** are always seen as soon as possible but it may not be with your usual doctor.
- Routine appointments are **10 minutes long**. If you think your problem is complicated, or if you have several things that you want to discuss with your doctor, let the receptionist know and she will book a longer appointment for you.
- If you are booking for a specific purpose, such as a vaccination, a smear test or medical examination, please let us know, so that we can ensure the correct time slot and member of staff is booked.
- If your query can be dealt with on the phone, you can ask that your doctor calls you.

Make the most of your appointments

See posters/leaflets in waiting room and on our website for more detail

- ✓ **Beforehand:** make a few notes to help you explain simply
- ✓ **It is sensible to bring some notes**, but consider what's achievable in 10 minutes
- ✓ **Get to the point** and don't 'save' important things until the end
- ✓ **Share your notes** at the beginning of the consultation
- ✓ **Wear accessible clothing** if you're likely to need to undress for examination
- ✓ **Make sure you understand** what has been agreed – if in doubt - ask

Surgery opening times:

Monday – Friday 8.00am – 6.30pm

you can book GP appointments 24h a day by going on-line or using the automated telephone system

Test results and prescription enquiries:

please call between 10.00am and 4pm

Repeat prescription requests: please allow **two working days** for these to be processed and signed

Contact details: please let us know if you change your phone number or e-mail address

Out of hours GP service: call **111**

Non-emergency medical advice / info: call **111**

THE WILSON PRACTICE

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01420 84676 ~ www.wilsonpractice.co.uk

THE WILSON PRACTICE

Please help us
to help you...

*This leaflet explains a little about how the practice works and includes some ideas about how **you** may be able to **help us** provide you, your family, and all our patients, with a better service.*



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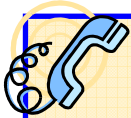
Appointments and repeat prescriptions: 24 hour phone and on-line service

You can make, check or cancel a GP appointment* on-line or via our 24h automated telephone system. You can also request a prescription for repeat medication on-line.

To register for on-line services: ask at reception or e-mail a request to: nhccg.wilsonpractice@nhs.net

To use the automated phone system: simply press **Option 1** when you ring the surgery. You will need your date of birth and your telephone number (as recorded in the practice records) for identification purposes.

**currently these systems can only book standard GP (10 min) appointments. Nurse appointments vary in length/other factors, so are more difficult to offer remotely (we are working on it!)*



Contacting us by telephone

Our busiest time for incoming calls is between 8 - 10am. If your call is not urgent, and you are able to, please leave it until later in the day when the lines are quieter. It is helpful, though, to *receive requests for home visits before 10am* if possible, as it makes planning much easier.

.../ more about appointments overleaf...

Don't be a D-N-A (*did not attend*)

If you no longer need an appointment, or you just can't get here, **please, please** cancel. Even at short notice we can usually offer it to someone else, and now you can cancel on-line or using the automated phone system - you don't have to wait until surgery opens, or a receptionist is free.

Ask for a text reminder... Anyone with a mobile 'phone can receive text reminders for their appointments. Just ask at reception or e-mail nhccg.wilsonpractice.nhs.net to sign up for this **free service**. If you are registered for on-line services and we have your mobile phone number you will receive reminder texts automatically.

Doctor/nurse...? ~now/later...? ~surgery/phone...?

Before you call us or book on-line, please think about **who** can best help you and **when**. You may be seen more quickly by one of our highly experienced nurse prescribers, or talking with a GP over the phone might save you having to come to the surgery at all. And remember, there are other NHS healthcare professionals who might be able to help you too...

Advice and self-help

- It is estimated that every year 50 million people visit their GPs for **minor ailments** such as **coughs, colds, mild eczema** and **athlete's foot**. Most of them could save themselves time by visiting their **local pharmacy**.
- **NHS 111** (simply dial 111) offers **information, advice** and '**signposting**' for non-emergency healthcare. There are also some good websites for symptom checking with excellent information for patients: www.nhs.uk www.patient.co.uk

999 or A&E... or The Wilson Practice

- If you have a **life-threatening emergency**, the appropriate course of action is to **dial 999** or go to the nearest Accident and Emergency (A&E) department.
- The ambulance service and hospital A&E (casualty) departments are designed and staffed to assist people who have **had an accident** or who **require urgent medical attention** that cannot be provided in general practice.
- If your concern is 'in hours' and it is unlikely to require hospital attention, **call the surgery** in the first instance
 - If your concern is 'out of hours' and it is unlikely to require hospital attention but cannot wait until the surgery re-opens, **call 111**

You could save time and a journey.

Medicine waste

- **Only order the medicine you require.** Over-ordering is estimated to waste £300 million every year: money which could be spent on medication or treatments to help other patients.

Repeat prescription requests

- For safety and accuracy, we can only take requests for repeat prescriptions **in writing** or **on-line**;
- The practice aims to turn around requests for repeat prescriptions **within two working days**.
- If you have asked a **local pharmacy** to collect your prescription and dispense your medication, they will need additional time to do this.

Repeat (batch) dispensing and managed repeats

These can both be useful options for patients who are stable on their medication.

- **Repeat dispensing** covers routine medication requirements for up to a year. Your GP prepares a number of prescriptions, which relate to a 'master' held at the pharmacy of your choice. You require a medication review with your GP each time you need a new batch.
- **Managed repeats** are when you arrange for your pharmacy to submit your repeat requests to the surgery and then prepare your prescription for you. The pharmacy generally checks which medicines you require before they submit the request to the surgery for you.

In each case, **when you collect your medication**, please make sure you understand from the pharmacy if **you** need to do anything before your next prescription will be issued.

We are conscious that confusion can arise, which is frustrating for patients and can result in delays, which we would all rather avoid.

If you require a medication review with your GP, please ensure you book a date at least a week before you require your next prescription (*remember you can book appointments up to four weeks ahead*).