

# **Cwm Gwyrdd Medical Centre**

## **Appointment Booking Procedure.**

### **How to book an appointment**

1. Patient to make contact with Care Navigators. This can be over the phone, face to face or via email (Please note that if the problem is of an urgent nature please do not contact via email)
2. Care navigators to ask questions as advised by GP to book the most appropriate appointment to signpost to the most appropriate service.
3. One the day appointments released at 8.00am daily, patients are advised to ring at 8.00am as these appointments usually go quite quickly.
4. Urgent on the day appointments available for GP's to triage, patients are advised to ring as soon as possible.
5. Patients will be advised that in the rare instance they have not received a phone call by 6pm that they should contact Out of hours on 111.
6. If a patient requires a home visit, patients are advised to inform the practice by 10am.
7. Patients are advised to avoid ringing at 8am to make a routine prebooked appointment for GP, ANP and Nursing Teams.
8. If patients need to cancel their appointment they can contact us via phone, face to face or email.
9. Patients are welcome to be accompanied to any appointment by a friend/relative/carer.
10. Chaperones will be offered for all examinations.
11. Test results can only be given to the patient.
12. Patients can book to have a telephone consultation with a doctor, patients need to make staff aware at time of booking.

### **Appointment information**

#### **Care Navigators.**

When a patient contacts us via phone they will be asked to select if they want to continue in Welsh or English. This is followed by a short message to advise what conditions require emergency treatment (999) and common ailments service. Patients will then be put through to the first available operator where they will speak to a Care Navigator who can assist them in booking an appropriate appointment or be signposted to the appropriate service.

All our Care Navigators have been trained to ask patients certain questions; this allows them to signpost patients to the most appropriate service. These include but are not limited to:

- GP appointments.
- ANP appointments.
- Nurse appointments.
- Pharmacy and/or Common Ailments Scheme.
- Opticians.
- Dentist.
- Physiotherapy.
- Mental Health Nurse.

Please note:

- Patients are welcome to be accompanied to any of appointments by a friend/relative/carer.
- A chaperone will be offered for all examinations.
- Test results can only be given to the patient.

### **GP & Advanced Nurse Practitioner booking process.**

GP & ANP Clinics are broken down into the following sections.

- Routine prebooked appointments.
- On the day appointments.
- Urgent appointments.
- 24 & 48 hours prebooked appointments.
- GP follow up appointments.

#### **Routine prebooked appointments.**

Routine prebooked appointments are released every day at midday. Patients will be able to book with GP's or ANP.

Routine prebooked appointments can only be prebooked up to 2 weeks in advance.

This can be requested as a face to face or a telephone consult. If the patient will require examination booking as a face to face is advised otherwise another future appointment will need to be booked. Patients will need to make the Care Navigator aware if they wish to have a telephone consult.

Occasionally due to bank holidays, staffing levels and times of increased demand routine appointments for the GP team may be reduced.

We advise that if a patient is ringing to make a routine appointment that they avoid ringing at 8am.

#### **On the day appointments.**

On the day appointments are released daily at 8.00am, these appointments do not need to be for urgent matters only.

Once these appointments have all been booked and the reason a patient needs to see a GP is non-urgent they will be advised to either make a routine prebooked appointment or to contact back the follow day at 8am.

### **Urgent appointments.**

Once all on the day appointments have been booked if patients state that they require to see a GP on an urgent basis our Care Navigators will take full details and it will be passed on to a GP to triage appropriately.

It is possible that a GP will not see the patient the same day, the patient might need to have tests carried out first or be prebooked for 24 or 48 hours.

On the rare occasions that patient has not received a phone call by 6pm they will be advised to contact out of hours.

### **24 hour & 48 hour prebooked appointments.**

These appointments are not available for Care Navigators to book. They are reserved for clinicians to book only for patients they feel after triaging require to be seen the same week but not necessarily the same day.

### **GP follow up appointments.**

Each GP is allocated 2x follow up appointments on the days they work, these are on top of a fully booked clinic. These appointments are to be booked by that GP only for patients that they have seen previously that they want to see again within a certain timeframe.

## **Nursing Team booking process.**

Our nursing team consists of Practice Nurses, Health Care Assistants, and a Phlebotomist.

They carry out a variety of clinics and can be booked up to 4 weeks in advance. Patients are advised to avoid ringing at 8am.

All of our nursing team have allocated On The Day Urgent Extras. These are to be booked by clinicians for urgent ECG's, Bloods, INR's, Dressings etc.

The clinics carried out on each day vary, Care Navigators will be able to advise patients when the next clinic is available and help to book the most suitable.

### **Practice Nurses clinics include, but are not limited to:**

- Asthma Reviews
- COPD Reviews
- Diabetic Reviews
- Smears

- Dressings/Complex Dressings
- Travel Consultation/injections
- Pill Check/Depo Injections
- HRT Initiation/Follow up.
- All Injections/Vaccinations
- INR Clinic

**Health Care Assistants & Phlebotomist clinics include, but not limited to:**

- ECG
- Diabetic Foot Checks
- Blood tests.
- Healthy Living Clinics
- Over 75 years Reviews
- Blood Pressure.
- Health Screening
- Injections (B12, flu, shingles & pneumococcal)