

The Appointment System Explained

The appointment options available to you are:

Pre-Bookable: There are a limited number of appointments available that are bookable up to 4 weeks in advance. These are suitable for medication reviews and for medical issues of a non-urgent nature. Pre-bookable appointments become available for booking daily at 8 am 2, 4, and 7 days in advance, that is, at 8 am today new appointments became available and at 8 am tomorrow another batch of new appointments will become available.

Acute Assessment Same Day Team: For patients who feel they have a medical problem that is urgent and needs to be assessed that day we provide an **ACUTE ASSESSMENT SAME DAY TEAM from 9-11 am each day (Lichfield Surgery only)** dependent on staffing. After 11am if you have an urgent medical problem we will offer you a telephone consultation with a clinician. The clinician will assess your medical needs and may invite you to attend the surgery if necessary. Call backs are not usually available after 11 am if we are closed that afternoon for training.

Please note Pharmacy First and NHS 111 also offer advice if you're feeling unwell

Advanced Nurse Practitioners: Mrs Rosie Jones, Amanda Sheldon and Melanie Hayward are Advanced Nurse Practitioners (ANPs). They have done additional post graduate training to a Masters of Science level (MSc) to be able to diagnose illnesses, prescribe medications and refer on to hospitals.

Pharmacy First

If you get your prescriptions free of charge you can visit your pharmacist first. They can give you advice and treat a range of common ailments without the need for a doctor's appointment. **Common ailments include:** bites, allergies, constipation, diarrhoea, earache, teething, sore throat, warts, vaginal thrush, athlete's foot, haemorrhoids, acute bacterial conjunctivitis and threadworm.

Acute Assessment Same Day Team Service

This service is designed for assessment of **URGENT** medical issues that cannot wait.

To be fair to other Langton patients, you should not expect multiple problems to be assessed by the Same Day Team member unless they are all urgent or related to the presenting acute condition.

Please only use this service if one or more of the following apply:

- You have a new medical condition that is making you feel too unwell to do your normal daily tasks
- You have a significant deterioration or rapid worsening of symptoms in a previously existing condition that requires assessment by a doctor or advanced nurse practitioner
- Your condition is deteriorating despite using homely remedies
- You have new pain that is not controlled by medication purchased from a pharmacy
- You have fever that is not being controlled by medication purchased from a pharmacy
- You have a pre-existing medical condition that puts you at high risk of needing hospital admission
- You have a young child or baby who is unwell
- You feel that your physical or mental health condition cannot safely wait until the next available appropriate clinician appointment
- You require emergency contraception

Langton Medical Group do **NOT** consider the following to require urgent same day attention:

- Sick notes (Med3s)
- Medication queries
- Medication requests from outpatient appointments
- Medication reviews
- Discussion about test results - unless the clinician has specifically asked you to make an urgent appointment (this will be documented in your record)
- Minor conditions that could be managed with advice from a pharmacist

Medication Reviews

There is a medication review date set for patients who have medications issued on a repeat prescription basis.

If the medication review date has passed, medication requests will be passed to a GP for consideration rather than for authorisation. These requests might take a bit longer than 2 working days to fulfil.

It is **NEVER** appropriate to request an Acute Assessment Same Day Team appointment for a medication review.

The GP may be able to advance the medication review date if they are happy that:

- All medications doses and quantities remain appropriate
- All blood test or other monitoring required for chronic conditions has been carried out and results are acceptable
- No monitoring is required for ongoing safe use of the medication on the repeat list

Patients do not always need to be seen for a medication review.

The GP may request that you make appointments with a Health Care Assistant or Practice Nurses to ensure that all monitoring is done so that safe prescribing can continue.

The GP may request that you make a routine appointment for review with a GP to discuss your clinical conditions and the relevant medication.

If a GP does not feel able to authorise ongoing issue of any medication they will provide a reason.

Patients are welcome to make routine annual appointments for medication reviews if required, this can be particularly helpful for those who have multiple or complex clinical conditions and those who have a lot of different items on repeat prescription.

Fit Notes/MED3 (sick notes)

Issuing of Med3/Fit Notes is never considered to be urgent and will not be given priority over other patients' clinical problems. It could be a week to 10 days to turn the request around but the note can be backdated if necessary.

You do not need a Med3 if you are off sick for seven calendar days or less, because you can self-certify your leave for this time.

Patients should NOT use the Acute Assessment Same Day Team Service for Med3 certification unless there is a new acute medical problem or a significant deterioration in an existing condition that requires a same day assessment by a clinician.

Your doctor cannot give you a fit note for non-medical problems.

If you are getting treatment in hospital you should ask for a Med3 from your hospital doctor (if you don't already have one).

Patients should ask their hospital doctor to provide a Med3 for the entire period that the Consultant deems that absence from work will be necessary.

The fit note is classed as advice from your doctor. Your employer can decide whether or not to accept it, and your doctor cannot get involved in any disputes between you and your employer.

If your fit note says that you are not fit for work, show the fit note to your employer to arrange your sick pay. They can take a copy but **you should keep the original**.

If the doctor issuing the med3 expects that you will be fit for work at the end of the fit note, they will indicate that they do not need to see you again. You do not need another note to indicate that you are fit to return to work.

Fit Notes/MED3 (sick notes)

If you and your doctor expect you to be fit for work at the end of the fit note but circumstances change and you are not fit, keep your employer informed and you will need to contact the practice for an extension to your sick note. Leave a message with reception with as much information as possible for the GP who may then be able to issue a backdated note. The GP might need to contact you – please leave a contact number.

Med3's can only be backdated if there is evidence in your medical record of the condition causing your lack of fitness for work either from being seen in the GP surgery or from correspondence from hospital.

If the doctor issuing the Med3 indicates that you need a review **please ensure you book for that review in good time**. Sometimes reviews can be done by telephone by negotiation with your doctor. It could be a week to 10 days to turn the request around but the note can be backdated if necessary.

It is the patient's responsibility to ensure they have booked a review if that is required before the Med3 expires.

IMPORTANT: You can go back to work at any time you feel able to (including before the end of the fit note) without going back to see your doctor - even if your doctor has indicated that they need to assess you again.

Requests for duplicate copies of sick notes will cost £5 per sick note.



Information for Patients

Lichfield Surgery:

Appointments from 8.00am– 6.30pm with a **commuter surgery** from 6.30pm to 8.00 pm on Monday evenings.

Appointment Line.....01543 440819 option 2

General Enquires and Visits.....01543 440819 option 6

Emergency Line.....01543 440800

Whittington Surgery:

Appointments from 8.00 am – 12.15 pm

Appointment Line.....01543 440811

General Enquiries and Visits.....01543 440811

Urgent Calls01543 440800

We provide on-line appointment booking and repeat prescription ordering. Please ask a receptionist to register you for this service.

May 2017

www.langtonmedicalgroup.co.uk