



East Durham Medical Group

Wingate, Peterlee, Horden,
Wheatley Hill, Thornley, Kelloe

Patient Appointment System

At East Durham Medical Group, the doctors and staff are committed to offering the highest standard of patient-centred healthcare. We aim to treat all our patients promptly, courteously and in complete confidence.



Please note SAME DAY APPOINTMENTS are available for babies and children as clinically appropriate and any adult classed as vulnerable. Our Reception staff may ask you some questions on why you need to be seen, so you can signposted to the right clinician at the right time.

General Practitioner (GP) or Clinical Practitioner (CP)

When contacting the practice you will be presented with a choice of 4 appointment options with a GP or a CP:

1. A telephone consultation
2. A same day appointment
3. A Pre-bookable appointment
4. A Telephone Triage appointment

Our aims for pre-bookable:

- 2 day access for acute problems
- up to 2 weeks for reviews as advised by the GP or CP
- Up to 4 weeks for the practice nurse or Health Care Assistant

We will endeavour to offer you an appointment with your preferred Practitioner under normal circumstances.

Practice Nurses and

Health Care Assistants

Also remember we have practice nurses and Health Care Assistants who

1. Set up and run clinics for conditions such as asthma, diabetes, heart conditions and skin disorders
2. Offer advice on family planning and contraception
3. Take blood and urine samples and other specimens and swabs
4. Perform routine procedures such as ear syringing, applying and removing dressings and treating wounds
5. Offer specialist information and advice on issues such as blood pressure, weight control and stopping smoking
6. Carry out infant injections, vaccinations and travel immunisations
7. Give advice to patients on long-term medical and nursing needs and also minor ailments.

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How to make an appointment?

- Telephone
- Online via the SystmOne patient access
- In person at the front desk



Don't forget your local pharmacy

If all appointments are booked for the day, and your problem is urgent, the Reception Team will arrange for the On-Call GP or ACP

to ring you to triage your clinical symptoms and offer the most appropriate appointment.

Always think before taking an urgent appointment and ask yourself,

“Does my problem need to be seen today or

Do I want it to be seen today?”

Someone else may be in greater need of the appointment..

Before you make an appointment to see a Clinician, consider the alternatives. The pharmacist behind the counter at your local chemist may be able to give you the help you need, so you won't have to spend time waiting for an appointment. Pharmacists are highly trained health professionals, and may offer a wider range of health services than you might think. Pharmacists can help with

- minor skin conditions like acne and eczema
- cold, nasal congestion and sore throats
- piles
- earache, back ache and headaches
- simple allergies
- diarrhoea, threadworms
- thrush
- mouth ulcers, cold sores
- teething in babies
- stoma and incontinence supplies
- smoking cessation
- Emergency contraception/morning after pill
- Blood Pressure Checks and medication reviews

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