

APPOINTMENT BOOKINGS AT HALL GROVE GROUP PRACTICE

IS IT A LIFE-THREATENING EMERGENCY? Call 999

For all urgent advice/treatment Call 111

NHS 111 First will direct you to the most appropriate care and an appointment made, if necessary, at **A & E** - at Lister Hospital, Stevenage or Urgent Care Centre, Welwyn Garden City

DO YOU NEED AN APPOINTMENT WITH A DOCTOR?

Visit our website - <https://www.hallgrovesurgery.co.uk>

- **Use the E Consult area.** Complete an eConsultation for the appropriate area.
EConsult is available 5 days a week, not weekends.
You will receive a response by 6.30pm next day (weekdays) or given alternative method of obtaining medical support.
Or
- **Telephone surgery** to arrange an appointment. All appointments urgent or routine (with Doctors, Nurses, Health Care Assistant, Midwives, Phlebotomist)
- Doctors are currently holding initial telephone consultations because of the risk of Covid-19. If needed and appropriate, a face-to-face consultation will be held at a surgery.
Surgery hours: 8.30 am – 6.30 pm Monday – Friday.
For routine items please ring outside of our busy time - 8:30am and 12 midday.

Please note:

1. You have to be pre-registered with the Surgery to make online appointments.
2. Make sure the Surgery has your mobile telephone number and /or landline number so confirmation and reminder text messages of your appointments can be sent to you.

OTHER MEDICAL ADVICE

NHS111 is the non-emergency number. It is fast, easy and free. Call 111 and speak to a highly trained adviser supported by healthcare professionals. This is particularly useful out of surgery hours.

URGENT CARE CENTRE at NEW QEII – at the new QEII hospital, Welwyn Garden City.

The urgent care centre is open currently between 8am until 10pm every day.

No appointment needed.

The Urgent Care Centre is for treatments of minor injuries and illnesses.

See [http://www.newqeii.info/services/urgent care centre](http://www.newqeii.info/services/urgent%20care%20centre) for more information.

VISIT YOUR PHARMACY

A pharmacist can help with medicines and advice on many ailments including: coughs and colds, aches and pains, vomiting or diarrhoea, allergies and minor illnesses.

OTHER HELP/CONTACTS

Please see Support on the Patients' Voice section of the Practice website.

<https://www.hallgrovesurgery.co.uk/patients-voice---websites>

OTHER PRACTITIONERS

Did you know you may not always need to see a GP? Other practitioners at the surgery may be qualified to help you. By ensuring you book an appointment with the correct person, not only will it be easier for you to secure a timely appointment, you will also be helping to maximise the efficiency of the appointment system.

Type of Practitioner	Services they can offer
Pharmacist	<ul style="list-style-type: none"> • There is no pharmacy at either of the HGGP surgeries. Nor at Hallgrove shops. Pharmacies are located in local shopping areas around WGC and in larger WGC supermarkets. For minor issues, you can visit any pharmacy. Some medicines may be cheaper purchased directly from the pharmacy rather than on prescription. For minor issues, you can visit any pharmacy. Some local pharmacies offer a prescription delivery service. There are also online pharmacy services who will deliver medicines.
Healthcare Assistant (HCA)	<ul style="list-style-type: none"> • Blood pressure checks (but not hypertension reviews) • B12 injections • Influenza vaccinations, Pneumococcal vaccinations • Shingles vaccinations • Ear irrigation (when referred by clinician) • Stitch or clip removal • NHS health checks (45 – 75), other health checks (Frailty or over 75) • ECGs • Simple Dressings and wound care
Practice Nurse (PN)	<ul style="list-style-type: none"> • Chronic disease management (Asthma & COPD) • Childhood immunisations • Contraception – initiation and continuation – all kinds of contraception, except coil fittings • Contraceptive implant fitting & removal • Cervical screening • Travel advice and immunisations • NHS health checks • Spirometry screening suspended during Covid-19 Pandemic • Compression dressings • Administration of injectable medications, e.g. for cancer treatments or hormone replacement • Hormone replacement therapy consultations • Nurse only diabetic clinics
Minor Illness Nurse	<p>Minor illness – coughs, cold, chest infections, ear infections, urine infections, rashes, diarrhoea, swollen glands, eye infections, tonsillitis</p> <p>Skin Health</p>

**General Practitioner
(GP)**

- Referrals to local hospitals and services for specialised advice & treatment
- Carry out postnatal checks for new mother's
- Carry out development checks for new born babies
- Diabetes Clinics
- Asthma Clinics
- COPD Clinics
- Learning Disability Clinics
- Minor Ops Clinics
- Family Planning Clinics
- Medication Reviews
- Daily Triage
- eConsultations
- GP will point patients to link with Social Prescriber, Mental Health Nurse, Physiotherapist Clinical Pharmacist as the GP feels necessary under the
- **Primary Care Network (PCN) scheme**