

Kingswood Medical Centre – The appointment system

WAYS TO BOOK AN APPOINTMENT

Receptionists will be required to ask the below information to be able to provide the best care:

- Patient Name/ DOB and/or Address/ Current Contact number
- Reason for the Call / Symptoms

Same day – we release the majority of our appointments on the same day as we believe this offers an outstanding service. These can be booked via telephone from 08:00 Monday to Friday. If we are fully booked and you think you need to be seen as an emergency/urgently please inform the reception staff and you will be seen as soon as deemed necessary by the doctor on call.

Pre-bookable – these are limited, but available to pre-book up to 2 weeks in advance, to allow us to offer more same day appointments. Please ask when the next pre-bookable appointment is.

Extended access – these appt are in the evening and weekends at external hubs within our PCN. These can be booked via telephone.

PATCHS- online triage tool for non-urgent issues. This is available online via our website Monday to Friday between 08.00-18.00.

Online booking – ask our reception team to set you up for online access (over 16 years of age only). Ideal if you want to pre-book an appointment! Available only for smear test at the moment.

111 / 111 Online - can help 24/7 to provide medical advice and assistance, when we are closed.

999 / A&E is available 24/7 for medical emergencies.

If you want to be seen by a certain doctor the waiting time may be longer.

In return we ask you to...

- Check the list below and overleaf to ensure you choose well.
- Cancel any appointments you cannot keep as early as possible so that the appointment can be made available to someone else.
- Request emergency or urgent appointments only when absolutely necessary
- Observe the 'one patient, one appointment' rule and do not compromise the Doctor/Nurse by asking him/her to treat other family members at the same time.

CHOOSE WELL

A&E or 999	Chest Pain, Suspected Stroke, Choking, Severe Blood Loss, Fractures
Walk in Centre / Practice Nurse	? Fractures, Sprains, Strains
GP/ ANP	Vomiting, Ear Pain, Painful Cough, Prolonged/Severe Headache
Pharmacist	Upset stomach, Diarrhoea, Runny Nose (See Overleaf)
NHS 111	Unwell? Unsure? Need Advice? Out of hours?
Self-Care	Hangover, Grazed Knee, Sore Throat, Cough, Headache

TREAT YOURSELF BETTER
WITH PHARMACIST ADVICE
www.treatyourselfbetter.co.uk

NHS
South Warwickshire
NHS Foundation Trust

Choose the right service for your needs

 Self care	 NHS 111 online	 Pharmacy	 GP (Doctor)	 Walk in centres	 ED and 999
Cough Cold Graze Small cut Sore throat	Unsure? Confused? Need help? Anxious?	Diarrhoea Runny nose Painful cough Rashes Earache	Asthma Arthritis Back pain Vomiting Stomach ache	Cuts Sprains Bruises Itchy rash Minor burns	Choking Severe bleeding Chest pain Blacking out Anaphylaxis

If symptoms worsen, last longer than expected or new symptoms develop; contact your doctor for further advice

