**New Patient Information Leaflet**

**Appointments**

We are a large training practice, and you may find that your appointment will be with a registrar who is on placement at Warley Medical Centre.

You can request an appointment with a particular doctor and we will accommodate this where possible. Sometimes your doctor of choice will not be available for routine appointments and you will be offered a different doctor.

Every day we have a 1st On-Call doctor to deal with emergencies and cover the nurses and Physicians Associate, and we also have a 2nd Duty Doctor who supervises the registrar doctors.

Once all appointments have been booked here at the surgery, you will be offered an advance booking if available or signposted to other services for help i.e. NHS 111, Walk-in centre, chemist.

***Available appointments:***

Pre-bookable GP, Physicians Associate and Clinical Pharmacist appointments for non-urgent issues are available up to two weeks in advance. These are primarily telephone triage appointments.

*Telephone triage appointments – a clinician will call you and speak to you on the telephone or if suitable they may ask to change to a video consult. If the clinician feels that it is clinically necessary to see you then they will give you a time to come to the surgery and be seen face to face. This will likely be the same day.*

*Whilst we cannot guarantee the exact time of the call back, we can narrow it down if requested to ensure the time will be convenient, for example “after 1pm” or “at work till 4pm please call after” and the clinician will try their best to accommodate this.*

*If you book your telephone appointment online, the time of your appointment slot is not necessarily the time the clinician will call you. Clinicians start calling patients from 8am and continue throughout the day.*

*The clinician will try to contact you twice, leaving at least 20 minutes in between each attempt. If you miss both calls then unfortunately you will need to re-book your appointment.*

Once the pre-bookable appointments have been taken, the remainder of the appointments are then available on the same day for more urgent problems. Same day appointments are primarily face to face consultations.

The local chemist can now help with a lot of minor ailments i.e hayfever, insect bites, Urine infections, sunburn. See our website for more information on Self Care.

We are not a walk in centre or an urgent minor injury unit.

Nurse appointments (such as long term condition reviews, dressings, immunisations, Smear tests, removal of sutures) are available to book up to two weeks. These appointments are not available to book online.

***How to book an appointment:***

You can book an appointment –

* **Online** Via the surgery’s SystmOne online (you need to sign up for this service using the online consent form) Online appointments are released at 9pm (night before) and 7am (morning of)
* **By telephone**, the lines are open 8am-6.30pm Monday to Friday. 8am-9am is our busiest time, if you wish to book a non-urgent appointment you may want to try after 9am. (you can pre-book up to 2 weeks in advance)
* **In person**, the reception opens at 8am Monday to Friday.

**You will be asked by staff to give a brief reason for the appointment.**

**This is then added to your appointment slot so that the clinician can triage their clinic appropriately.**

**It is also to ensure you are booked with the correct clinician for your needs. i.e advice on travel injections, this would be the nurse not a doctor.**

All patients are expected to arrive in good time for their appointments. If patients arrive more than 10 minutes late, they have missed their appointment and will need to rebook.

Doctor’s clinics may run over, and this could mean you are kept waiting for your own appointment. We apologise for this, but we cannot know in advance if a patient may need a little more time than usual.

**Repeat prescription information**

You can order your repeat medication up to 7 days before it is next due.

Please allow 72 hours for your repeat prescription request to be processed. Your prescription will be sent electronically to your nominated Pharmacy.

How to order repeat medication;

* **Online** Via the surgery’s SystmOne online (you need to sign up for this service)
* By putting your **paper request** into the BLACK box on the wall outside the surgery or into the WHITE box in the surgery foyer
* **Via email** to warley.prescriptions@nhs.net please make sure you include your name and date of birth, along with what you want to order.
* **The chemist** can put in your request for you if you let them know what you need.

**PLEASE NOTE WE DO NOT TAKE PRESCRIPTION ORDERS OVER THE TELEPHONE,**

**UNLESS YOU ARE A MEDIPAK PATIENT.**

**RECEPTION STAFF DO NOT DEAL WITH REPEAT PRESCRIPTION ORDERS OR QUERIES.**

***Prescription Queries:***

* Please write your query down and put it in the WHITE box in the foyer.
* Email your query to us on warley.prescriptions@nhs.net
* Alternatively, you can contact the prescription query line on 0121 421 8400 option 3, to discuss this between the hours of 11am -1pm.

**PLEASE NOTE THE PRESCRIPTION LINE IS FOR QUERIES ONLY, NOT TO ORDER REPEAT PRESCRIPTONS, UNLESS YOU ARE A MEDIPAK PATIENT.**

We will deal with your query within 24 hours and contact you back if your query required a reply.

***Run out of medication:***

If you have run out of medication please complete a prescription query slip and put it in the WHITE box in the foyer or email us with your urgent request.

We will aim to deal with this request within 24 hours, please contact your nominated Pharmacy to check if they have received this medication after 24 hours.

***Hospital medication/Letters:***

* Please put this letter into the WHITE box in the foyer, making sure there is an up-to-date contact number at the top of the letter.
* We will aim to deal with this request within 72 hours and let you know when it is at your nominated Pharmacy
* Hospitals and consultants are aware that prescription turn around within GP practice is 72 hours. If they wanted you to start this medication straight away it is down to the consultant to issue the prescription at the appointment.

**RECEPTION STAFF DO NOT DEAL WITH REPEAT PRESCRIPTION ORDERS OR QUERIES.**

**Secretaries**

The Secretarial Department's primary function is to process NHS referrals to Secondary Care settings.

They also deal with many other requests which include medical reports, supporting letter requests, medical record requests from organisations and private referral letters.

If there are any requests for medical records, the patient will be encouraged to register for Online Services via the Warley Medical Centre website, and then subsequently email the surgery to be given access to your records online, this enables you to always see your UpToDate records along with your test results, hospital letters etc.

To contact the secretaries, you can email via warleymedicalcentre@nhs.net or call 0121 421 8400 option 2 between the hours of 10am and 2pm.

**Zero Tolerance Policy**

The NHS operate a Zero Tolerance policy with regard to violence and abuse and Warley Medical Centre has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Abusive behaviour, whether face to face or on the telephone, will resort in a warning letter being sent to the patient and any recurrence will be removed from the practice list.