

HEATH LANE SURGERY

www.heathlanesurgery.co.uk

Follow us on  **twitter: @HeathLaneGP**



Help Us to Help You

APPOINTMENT SYSTEM:

You can book an appointment via the website (registration required, in person or by telephone). Routine appointments can be booked up to six weeks in advance. Our receptionists will ask you for a brief description as to why you are requesting an appointment; *this will assist in ensuring you are seen by the most appropriate member of the practice team and for the clinician to assess clinical priority.* We can assure you that your confidentiality is protected at all times.

If you or the person you are calling about is either experiencing chest pains, symptoms of stroke, severe shortness of breath or change in consciousness then you must dial 999 immediately.

PLEASE TELEPHONE AFTER 10.00 A.M. TO ARRANGE AN APPOINTMENT FOR A LONG TERM CONDITIONS REVIEW.

PLEASE NOTE: It may not be possible for us to arrange a same day face-to-face appointment and as an alternative you may be offered a telephone consultation or signposted to the most appropriate service to treat your complaint. A telephone consultation may result in a face-to-face appointment if the doctor thinks it is necessary.

For any dental related problems it is imperative that you contact the dentist as we do not have appropriately trained clinicians to deal with such ailments.

Patients with a minor ailment can be assessed by a visit to the pharmacy before attending the surgery and you may be advised by the receptionist to take this course of action initially.

These include (but are not restricted to):-

- Hay fever
- Rashes (sunburn, eczema, dermatitis, allergic rashes, insect bites)
- Head lice/worms
- Chickenpox
- Flu, cough/sore throat
- Coughs
- Thrush (oral and vaginal)
- Athletes foot/fungal infections
- Teething/mouth ulcers/oral hygiene
- Travel sickness/sun lotions
- Aches and pains
- Vitamins
- Diarrhoea and vomiting
- Cystitis
- Conjunctivitis/sticky eye
- Earache (if under the age of 2 must be seen by a GP)
- Emergency contraception
- What drugs can be taken with what

Out of Hours

The out-of-hours period is from 6.30 pm to 8.00 am on weekdays and all day at weekends and on Bank Holidays.

You can visit an urgent care service such as an NHS walk-in centre, urgent care centre or minor injuries unit. These can provide treatment for minor injuries or illnesses such as cuts, bruises and rashes. These services have proved to be a successful complementary service to traditional GP and Accident and Emergency (A&E) services.

Some urgent care services offer access to doctors as well as nurses. However, they are not designed for treating long-term conditions or immediately life threatening problems. You do not need to be registered and you do not need an appointment. Any member of the public can simply walk in to be seen regardless of where they are registered. ***If you contact NHS 111 you will receive advice on the whereabouts of your nearest NHS walk-in centre, urgent care centre or minor injuries unit.***

When to Call 111

If you are worried about an urgent medical concern, call 111 and speak to a fully trained adviser.

Depending on the situation the NHS 111 team can connect you to a nurse, emergency dentist or even a GP and can arrange face-to-face appointments if they think you need one.

NHS 111 advisers can also assess if you need an ambulance and send one immediately if necessary.

Over

In order that our same day appointments are used for the benefit of as many of our patients as possible please read the following advice:-

Results: If you want to know the results of a test that a hospital consultant has arranged for you or you want to clarify something told to you at the hospital you need to speak to the hospital NOT YOUR GP – so please do not call us with these queries.

If you cannot get an answer from the department you have been referred to please contact the hospital's Patient Information and Liaison Services (often referred to as PALS or PILS OR Customer Services. The number for University Hospitals, Leicester PILS is 08081 788337. Alternatively the numbers of other local PALS can be found online.

If you wish to know the results of tests that **we** have carried out or arranged for you please call after 10.30 am Monday – Friday excluding Bank Holidays. Your doctor will have reviewed the results and left a message for the Reception Team to read to you.

Useful contact numbers:	University Hospitals, Leicester	0300 303 1573
	George Eliot Hospital, Nuneaton	02476 351351
	Hinckley Hospital	01455 441800

Referrals:

- If you have been referred for an x-ray and have a query about your appointment please contact Hinckley Hospital – 01455 441039.
- If you have been referred for an ultrasound/MRI or CT scan and have a query about your appointment please contact 0116 2588765 and select Option 4.
- If you have been referred to a Consultant's Clinic you should find a telephone contact number on the paperwork you have received; otherwise please speak to a member of our Admin Team by selecting Option 4 when you telephone the surgery

Sick Notes: Self-certificates are required for the first 7 days. If you require an extension to your current sick note please speak to reception who can arrange this.

Prescriptions: We do not take repeat prescription requests over the telephone for safety reasons but you can order the medications you require by bringing in your repeat slip to the surgery. You can also order your prescription online or via your Pharmacy. **IN ORDER TO REDUCE WASTAGE PLEASE ONLY ORDER THE ITEMS YOU REQUIRE.**

Online Services: If you have not done so already you can sign up to our online service which enables you to not only order repeat prescriptions but you can also book/check or cancel appointments and also view your medical record. Online registration forms are available at reception; please note you may be asked to provide a form of ID.

Text Messages: If you provide the surgery with your mobile telephone number we will imply that you consent to receiving text messages for appointment reminders and health campaigns. Should you wish to opt out of receiving these messages you can text back to the surgery the word "**STOP**" to **07800 000199**. By doing this you will no longer receive messages from the surgery including appointment reminders. You can opt back in by sending "**OPTIN**" to **07800 000199** at any time.

Home Visit Requests:

If you or the person you are calling about is housebound, either permanently or as a result of their current problem, you can request a home visit. If it is appropriate the Acute Visiting Service may be sent to you or it will be one of the practice doctors. Please note you cannot request a specific doctor for a home visit. Home visit requests should be received, if possible, into the practice by 11.00 a.m.