

GP Routine Appointments & Urgent Care Service Explained



We recognise that it may sometimes be difficult for patients to understand how our appointment system works so we have put together a guide to the different types of GP appointments on offer and how you can access them.

Our appointment system has developed over time, with different types of appointments being introduced to address the needs of both clinicians & patients.

As a practice we are continually monitoring the appointment system and making adjustments (be it small tweaks or more significant changes) based on over/under use of particular types of appointments and also from comments/feedback received from patients through surveys.

Major changes to our systems will not only be discussed through the clinical team but also with our Patient User Group as we know our patients experience of our systems may be very different to our expectations.

Did you know?

Coastal Medical Group is one of the largest GP Practices in the county with just under 32,000 registered patients' and we continually strive to meet the needs of all of you

When do your GPs work in Practice?

Some of our GPs work full time in practice whilst others work part time. We have included the following as an aid to help you plan your routine appointment:

	Monday	Tuesday	Wednesday	Thursday	Friday
<u>GP & Year of Qualification</u>					
Dr Nick Chase (1991)	FULL DAY	FULL DAY		FULL DAY	MORNING ONLY
Dr Debbie Cave (1992)	<i>VARIOUS (SEE BELOW)</i>				
Dr Alison Dodd (1991)	FULL DAY		FULL DAY	FULL DAY	
Dr Arianne Domingo (1998)		FULL DAY		MORNING ONLY	MORNING ONLY
Dr Jane Duncan (1991)	FULL DAY	MORNING ONLY	FULL DAY		
Dr Andy Foster (2006)	FULL DAY	FULL DAY			FULL DAY
Dr Oscar Eze (2002)	<i>VARIOUS (SEE BELOW)</i>				
Dr Iain Fraser (1987)		FULL DAY		FULL DAY	FULL DAY
Dr Shehzana Fraser (1987)	FULL DAY	FULL DAY		FULL DAY	
Dr Alex Gaw (1985)	MORNING ONLY				MORNING ONLY
Dr Martin Gardiner (1996)	FULL DAY			FULL DAY	FULL DAY
Dr Sue Jones (2003)	FULL DAY	FULL DAY	FULL DAY	MORNING ONLY	
Dr David Knapper (1981)	FULL DAY			FULL DAY	
Dr Alison Macleod (1985)		FULL DAY	FULL DAY		
Dr Andy Maddox (1991)	FULL DAY		MORNING ONLY	FULL DAY	
Dr Howard Moore (2001)	FULL DAY	FULL DAY		FULL DAY	FULL DAY
Dr Tanya Nicholson (1997)		FULL DAY	FULL DAY	FULL DAY	FULL DAY
Dr Derek Onunekwu (1999)		FULL DAY	FULL DAY		FULL DAY
Dr Mike Peat (1983)	FULL DAY	MORNING ONLY	FULL DAY	FULL DAY	
Dr Khaled Rahme (2000)	FULL DAY			FULL DAY	FULL DAY
Dr Robin Sykes (1985)	FULL DAY			FULL DAY	
Dr Vicky Wooldridge (2000)			FULL DAY	AFTERNOON ONLY	FULL DAY
Dr Irfan Zafar (2001)	FULL DAY	FULL DAY	FULL DAY		FULL DAY

Dr Cave & Dr Eze work sessions within the practice as well as covering the Same Day Health Centre based at Morecambe Health Centre. Their days within the practice will vary from week to week.

As well as running their routine surgeries, our GPs also cover the urgent care service on a daily basis, they also run minor surgery & IUCD clinics, carry out home visiting sessions for our housebound patient, support & train medical students & trainee GPs within the practice. All of these things may reduce their routine availability throughout the week however we try our utmost to ensure that these things are equally rotated amongst all the GPs to minimise the impact on their individual routine availability.

How are the Routine GP Surgeries made up?

Routine GP surgeries are made up of a variety of appointment types:

Routine appointments which are available to be pre-booked up to a maximum of 28 days in advance

A routine surgery also includes:

Telephone slot x 2 - these are ideal for ongoing reviews/discussion of blood results etc – the receptionists will be able to advise you if a telephone appointment would be appropriate for you

Urgent slot x 1 – this urgent slot will be used for a new onset urgent problem for a patient who is regularly seen under the care of a specific GP perhaps for a more complex condition

UC (Urgent Care) Team to fill x 2 – these slots are often booked by our Duty Clinician when they feel it is appropriate for a patient to see a specific GP within a few days based on clinical need

GP Review/Task Slot (Introduced Feb 15) – these slots were introduced for the GP or receptionist to use if the doctor wants to review a patient within a set time-scale (ie 1 week) and he/she routine appointments are already fully booked

8 to 8 booking slot – following the introduction of the Prime Minister Challenge Fund 8 to 8 service in August 14, these slots were created to allow clinicians working in the 8 to 8 service to book a pt in with their own GP within a set time-scale based on clinical need

Home Visit Slot – Each GP running a morning/lunchtime surgery will have 1 home visit slot at the end of that surgery. These slots are for the housebound patients requiring a home visit from a GP and we hope that these slots will assist in providing Continuity for our housebound patients.

How Can You Book a Routine GP Appointment?

Telephone or call into any site of Coastal Medical Group **after 10am daily** and our receptionist will try to book a Routine GP Appointment for you. Patients can also book routine GP appointments on line, please ask at reception or see our website for details of how to use our online booking system.

Extended Hrs GP Appointments

On a Monday/Tuesday & Wednesday we have early morning & evening GP Routine Surgeries running. These surgeries were originally introduced to provide better access for patients who work full time and may struggle to get into the practice routinely during the working day (for more options for working people please see details below on the 8 to 8 weekend appointments). We will usually have at least 2 early morning surgeries daily (7.30am start) & 2 evening surgeries daily (last appointment 7.30pm). The early morning & evening surgeries are rotated across our 3 sites:

Monday – Heysham Primary Care Centre

Tuesday – West End Site

Wednesday – Morecambe Health Centre Site

(Our nursing team also run extended hrs surgeries)

Urgent (Acute) Care Service – Available from 8am Monday to Friday

Running alongside our routine service is our On the Day Urgent Care Service. The UC (Urgent Care) service has 3 main elements:

Urgent Face to Face Consultation

Home Visits for the housebound

Telephone Triage Service

When suffering from an acute sudden onset urgent condition, it is often difficult for patients to know if they actually need to be seen by a clinician or it may be more appropriate to have a prescription/advice or to see their own GP in a few days. In order to ensure you get the most appropriate treatment we have our Duty Clinician (either our Nurse Practitioner or one of our GPs) working alongside our reception telephone team throughout the day.

Why Do Our Receptionist Ask for Details of Your Symptoms?

Without information on your acute condition, it would be impossible for our receptionists to ensure you see/speak to the most appropriate clinician in the appropriate time-scale. Our receptionists follow a strict clinical protocol for the more common acute conditions and for more complex problems, they can refer to our Duty Clinician. Your details may be passed to the Duty Clinician for them to call you back to discuss your condition and they will treat you either with telephone advice, urgent appointment or a routine GP appointment.

Occasionally some patients may feel uncomfortable discussing their condition with the reception team, in these instances, please let the receptionist know of your concerns and they will transfer you across to our Duty Clinician (either directly or the clinician will telephone you back).

GP Home Visits

For our housebound patients, we have GPs every day covering the bulk of our home visits. These shifts are worked on a rota basis. Each of our routine surgery GPs also undertake at least 1 home visit daily usually between morning & afternoon surgeries.

If you require a home visits we ask that you contact the practice before 10am. If you are physically able to get to the surgery, that would always be the preferred option (in the time it takes for a GP to carry out a home visit, they could see 3 or 4 patients in practice). Afternoon visits would be for emergencies only.

Same Day Health Centre

As well as our “In Practice Urgent” appointments, you may also be able to access treatment at the Same Day Health Centre which is based within the Morecambe Health Centre Building. Our receptionist will advise you which conditions that service can deal with and we could make you an appointment with that service directly. The same Day Health Centre can also deal with minor injuries. It is a service that is accessible to all of Morecambe, not just patients of Coastal Medial Group.

GP 8 to 8 Service (Prime Ministers Challenge Fund)

In May 2014 a group of Morecambe/Heysham practice were jointly awarded funds from the Prime Ministers Challenge Fund to work together in providing GP services from 8am to 8pm 7 days a week. During normal GP practice opening hrs (8am to 6.30pm Monday to Friday), the cover is provided by the GP surgeries but each evening (6.30pm to 8pm) and weekends (8am to 8pm) clinicians are based at Morecambe Health Centre (usually a GP from any of the Morecambe Practice), they run an urgent service very similar to the Urgent Care Service that the practice runs.

The significant advantage of this service compared to the traditional Out of Hours Emergency Doctor is that the clinicians can access your GP practice medical records, enabling them to treat you in a much more affective and timely manner.

During the weekend, when Coastal GPs are working in the 8 to 8 service (which they would in addition to their normal Monday to Friday practice commitments) they often have pre-bookable appointments available which our receptionists could book you into during the week. Again, these weekend appointments are ideally suited to those who work full time and struggle getting into practice during the normal working week.

This document will be updated on a regular basis as changes occur with the appointment system – updated version will be available from the practice website or ask at reception for a copy