

## **The appointment system at Great Harwood Medical Group & High Street Surgery**

Most of our appointments are now available to book on the day, some early morning and early evening appointments can be booked up to 4 weeks in advance if you have to make appointments around work. This change has been implemented to try to reduce the number of missed appointments and to enable patients to be seen when they need to.

Each GP has appointments which can be booked on the day. These are released at 8am. You can phone to make an appointment, call in to the surgery or book online if you have signed up for Patient Access.

Once these have been booked up you can attend the Sit & Wait Clinic if you have an urgent medical problem where you will see our Duty GP who can see up to 18 patients in any one session. Once the session is full Reception will advise you of your options.

The Sit & Wait Clinics are held at Gt Harwood and run each morning from 8.30 – 10.30am and each afternoon from 2 – 4pm (except Wednesday).

Alternatively each GP has appointments which can be booked up to four weeks in advance.

We also offer GP access appointments at Hubs throughout East Lancashire on weekday evenings and weekends. These appointments can be booked through Reception.

Our reception team make every effort to give you an appointment with the doctor of your choosing but unfortunately this will not always be possible. You may prefer to book an appointment via our website [www.ghmg.org.uk](http://www.ghmg.org.uk). You will need to sign up for this at Reception.

Over 80 appointments each month are booked by patients who then fail to attend. Please let us know if you are no longer able to come at the time you have booked so that we can offer the appointment to another patient.

Please see overleaf on how to obtain treatment at any time.

Your treatment needs will vary according to:

- Severity of illness/ injury
- Urgency of need
- Time of day/ night

There are several options available to you and these are summarised below.

### 1. Pharmacy

Your local family doctor is the main point of contact for you and your family's health care.

However, your local pharmacy can often give you instant advice, so you don't always need to make, and wait for, a doctor's appointment. Pharmacies are operated by fully qualified staff who are able to advise on many minor ailments and injuries. They will also advise if you should seek further help elsewhere.

**Note** - over-the-counter medicines, available from your pharmacy, often cost less than the price of a standard prescription.

### 2. GP surgery

Your local family doctor is still available to you should you prefer an appointment.

However, there will be occasions when the surgery is closed, or an immediate appointment is not available. You should then consider the following alternatives:

### 3. Out of Hours 111 Service

The 111 Service exists for help and advice on how and where to find the most suitable treatment for your needs. You will be asked a series of questions on the telephone, which are aimed at finding out what these needs are, so that you can be advised what to do next. You may be referred to one of the following services, which you can also access yourself if you feel it is necessary:

### 4. Minor Injury Unit

This unit is able to deal with, for example, fractures, cuts, bruises, minor eye problems, burns, scalds and sprains, and is located at **Accrington Victoria Hospital**.

### 5. Urgent Care Centre

For serious conditions, such as broken bones or breathing difficulties that need urgent attention **but are not life threatening**. They are **NOT** for dental problems, cold symptoms, and upset stomachs AND MUST NOT BE USED to OBTAIN prescriptions.

Urgent Care Centres are located at **Burnley General Hospital** and the **Royal Blackburn Hospital**.

### 6. Emergency Dental Unit

For help finding an NHS dentist for both urgent and routine care please call **the local dental helpline on 0300 1234 010**.

Emergency treatment is available at a dental unit in Accrington from 6pm to 10pm midweek, and during daytime hours at weekends. The helpline will be able to refer you to the most appropriate centre.

### 7. Accident & Emergency

Calling 999 or attending Accident & Emergency departments is for people who are seriously ill or whose life is in danger.