



Appointments at Acle Medical Practice

Our aim is always to offer the Right Appointment,
to the Right Person, at the Right Time

Doctor Appointments

- Face to face and Telephone consultations
- Some on the day availability
- Bookable up to four weeks in advance
- Appointment booking online (patient access)
- 10 minute appointments

Nurse Practitioner Appointments

- Same day
- Able to manage a wide range of illnesses & injuries
- Able to prescribe medication

Nurse Appointments

- Face to face directly bookable
- Bookable up to four weeks in advance
- Chronic disease management
- Complex dressings & wound care
- Vaccinations & health advice
- Weight management

HCA Appointments

- Face to face directly bookable
- Bookable up to four weeks in advance
- Chronic disease monitoring
- Dressings, stitch removal & wound care
- NHS Checks

Telephone Menu Options

When calling the practice you can select the option you need without listening to the whole menu. To help you, the options are listed below

If you are experiencing chest pains, severe shortness of breath or signs of a stroke, please hang up and redial 999

Press 1 - For Appointments

Press 2 - For Urgent needs

Press 3 - For Dispensary and repeat prescriptions (10:00-11:30 & 15:00-16:30)

Press 4 - For Test Results

Press 5 - For Surgery Times

Acle Medical Practice

01493 717796

Telephone Consultations

During the initial telephone consultation, you and the doctor decide together the best steps

- Same Day Appointment
- Routine Pre-Booked Appointment
- Telephone Advice Only
- Prescription Based on Symptoms
- Change of Medication
- Onward referral

Clinical advice, medication changes or new prescriptions are issued only where clinically safe and with access to your full medical history

Routine

What do we mean by 'Routine'?

A 'Routine' appointment is one where you have a new or pre-existing condition for which you need clinical advice but do not **need** help the same day.

We appreciate that all patients who are feeling unwell like to be seen as soon as possible, but it is unrealistic to expect routine problems to be dealt with immediately as we need to prioritise access according to clinical need.

Routine consultations can be booked up to four weeks in advance.

Can anyone else help?

It may not be necessary to speak to a doctor

- Your **Local Pharmacy** can be an excellent source of health advice for everyday ailments
- Our highly skilled **Nurse Practitioners** deal with a **wide range of illnesses and injuries and also prescribe medication**
- Ask for our **Dispensary Team** if you have **Medication Queries**
- **Secretaries** would be pleased to help with information about **ongoing referrals** or assist with **general enquires**
- Our **Results Service** is available between 11:00 and 5.00pm for **Routine Test results**

Seeking help from other team members will help improve GP appointment availability

Same Day

What do we mean by 'Same Day'?

A 'Same Day' appointment is where you have a new or pre-existing condition that you are sufficiently concerned about to **really need** medical advice on the day.

In many cases one of our **Nurse Practitioners** will be able to assist. They have directly bookable appointments to help with 'Same Day' problems, subject to availability. In order to book your appointment you may be asked some questions by the receptionist, to make sure your problem is suitable for our Nurse Practitioner Clinic. All information is treated in the strictest confidence and on a need to know basis.

What if the Nurse Practitioner can't help?

If our Nurse Practitioner Clinic is full or your problem isn't suitable but needs to be dealt with today you will be put on the **Duty Doctor's list** and they will call you back. Again, you may be asked some questions by the receptionist. Although you are not obliged to give any information, it can assist us in helping you. The Duty Doctor will call you back, assess you and decide with you what the next steps should be. If clinically necessary, you will be seen face to face on the day for further assessment and treatment.

Duty Doctor appointments are for single, acute ailments requiring treatment on the day. **You will often have to wait to be called or seen**, as the Duty Doctor has to deal with many different problems including some which are urgent.

Urgent

What do we mean by 'Urgent'?

An 'Urgent' appointment is where your condition is not only giving you enough concern that you need to be seen today but where **you need medical advice or assessment urgently**. If you, or someone you are with are experiencing **chest pains, collapse or a suspected stroke you should dial 999**. Your GP practice is not an emergency service provider, so it is important to realise that calling the ambulance in certain circumstances is the right thing to do.

If you have an urgent problem it is **very important that you tell the receptionist when you call** and give some information about the problem so this information can be passed on to the **Duty Doctor**. Sometimes we may advise you to dial 999

What will happen if my need is urgent?

Your request will be logged on the **Duty Doctor's list** and marked as an **urgent request**. Any clinical information you provide will be logged with the request and also visible onscreen to the Doctor, who will call you to assess the situation as soon as possible.

Using your local health resources wisely helps the NHS provide a better service for all. Thank you for your assistance with this.