

TREATMENT OPTIONS

Face to Face Consultations

A standard GP or Nurse consultation is for 10 minutes. Most appointments are face to face, but do they need to be?

Telephone Consultations

These are for advice and ailments that can be dealt with without the need to be examined. Often the telephone consultation will be to review a condition that your GP has already seen you about previously and should last approximately 5 minutes.

Home Visits

These are for patients who are too ill or infirm to come to the surgery. The NHS defines this as truly housebound patients only able to leave home by ambulance. Lack of transport or bad weather is not a valid reason for requesting a home visit. Please don't abuse this service. A GP can see five other patients in the time it takes to do one home visit. Our Practice area is therefore limited to a 3 mile radius from the surgery and excludes any addresses in Wales (due to the administrative differences that apply to Welsh patients).

Extended Opening

You can book a routine appointment between the hours of 6.30pm and 8.00pm and Saturday mornings through our Out of Hours service. Please ask at reception for a leaflet.

Pharmacy Services

Your pharmacist has a wealth of knowledge. They may be able to give you advice and medication that will save you waiting at the GPs.

CANCELLING APPOINTMENTS

Please remember to cancel your appointments if you don't need them any more. May be your illness has resolved itself or may be your circumstances have changed and you can no longer make the appointment, a quick call to the surgery frees up availability for others.

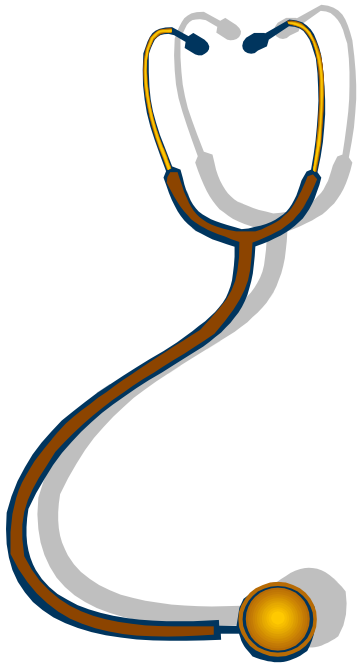
Cancelling your unneeded appointment in good time allows us to use it for another patient. Each year we have approx 1,300 patient appointments that are not kept. This disadvantages our other patients and wastes a significant amount of precious NHS resources. DNA's (Did Not Attend) is an area of concern for our patient Forum Group. They have asked that we take action ensure that a minority of problem patients, do not disadvantage the majority. We can all forget the odd appointment once a year, maybe. We have had more than fifty patients this year who have exceeded 6 (DNAs) appointments not attended, which is not acceptable to the Practice or our other patients.

Hoole Lane
Boughton
Chester
CH2 3DP
Phone 01244 325421
Fax 01244 322224
Web: www.boughtonhealthcentre.co.uk

BOUGHTON MEDICAL GROUP,
CHESTER

New Patient Information

*Making the Most of Your
Appointment With Us*



TEN TOP TIPS FOR NEW PATIENTS TO GET THE MOST FROM YOUR PRACTICE (& TO AVOID MISUNDERSTANDINGS WITH US)

1 . Be prepared – thinking ahead may save you having to come back for an examination or tests. For example are you likely to need to give a urine test – if so take one in with you.

2 . Take someone with you – it's helpful if you're getting important test results or there's a lot to take in. Also if you are having funny turns or having problems with your memory having someone to prompt you can be helpful for both you and the GP.

3 . Don't save everything up – going in with a shopping list can make the consultation unsatisfactory for both you and the GP. The GP can only deal with so many problems at a time.

4 . Don't save the most important problem until last. Remember you only have a 10 minute appointment, so make the most of it. Saving the most important problem until last could mean no time to talk about it.

5 . Ask for a longer appointment when booking – if you feel that your problem is going to take longer than 10 minutes ask for a longer appointment when you phone to make an appointment. But make sure that it is a genuine need.

6 . Repeat prescriptions handed in by 3.00pm will take 48 hours (excluding weekends and Bank Holidays) to process and have ready for collection. Request dropped in to us at say 11.00am on a Monday will be ready after 3.00pm on a Wednesday. A request dropped in to us after 3.00pm on say a Thursday will be ready after 3.00pm on the next Tuesday

7 . Say what you think you need – this will save the GP and you time if you say what you need early on in the consultation. The GP may not agree with you but this gives you time to talk things through properly.

8 . Ask if you don't understand – it is easy to be frightened at the doctors. Words may be used that you don't understand, by asking this helps you and the GP check out what you think is meant.

9 . We do our very best to see patients within 48 hours. Where we are not able to do this we will offer you an alternative (a Nurse Practitioner or Nurse prescriber). These are highly skilled clinicians who can deal with over 90% of

the patients they see without the need to refer you on to a GP. Occasionally a patient will request a home visit where we cannot book a GP appointment within 48 hours and they do not wish to see the Nurse Practitioner or Nurse Prescriber. This is not a valid reason for a Home Visit and this also disadvantages our other more patient Patients. This is not a valid reason for a Home Visit.

10 . Be a "patient" Patient – sometimes the patients before you may require longer than their allotted time. It could be you, next time.

ARE YOU SEEING THE RIGHT PERSON?

Who should you make an appointment with? What is the difference between Doctors and Nurses?

Health Care Assistants.

- Carry out blood tests.
- ECG
- Blood pressure monitoring
- Assist with minor surgery

Practice Nurses

- Implement and evaluate individual treatment plans for patients with long term conditions, such as, hypertension, diabetes, cardiovascular disease and asthma.
- Identify and manage treatment plans for patients at risk of developing long term conditions.
- Support patients to adopt health promotion strategies that encourage patients to live a healthy life style such as, smoking cessation, alcohol education and weight loss programmes.
- Provide information and advice on medication
- Assess and care for patients with wounds/leg ulcers.

- Support and advise women requesting information relation to contraception.
- Implement vaccination programmes for adults and children.
- Advise and give information for patients travelling abroad, administering vaccinations.
- Promote and deliver care for patients presenting with ear conditions/wax/ear syringing.

Nurse Practitioner

- Receives patients with undiagnosed problems. Minor illness/minor injury.
- Uses complex skills such as physical examination, orders necessary investigations and provides treatment. Prescribes medication.
- Refer on to appropriate clinician when required.
- Manages patients with long term conditions.

Doctors

- Look after patients with complex conditions.

Telephone Consultations

- When being seen or examined by the clinician is not necessary. Often this is to follow up on a previous consultation or a pre-existing condition.