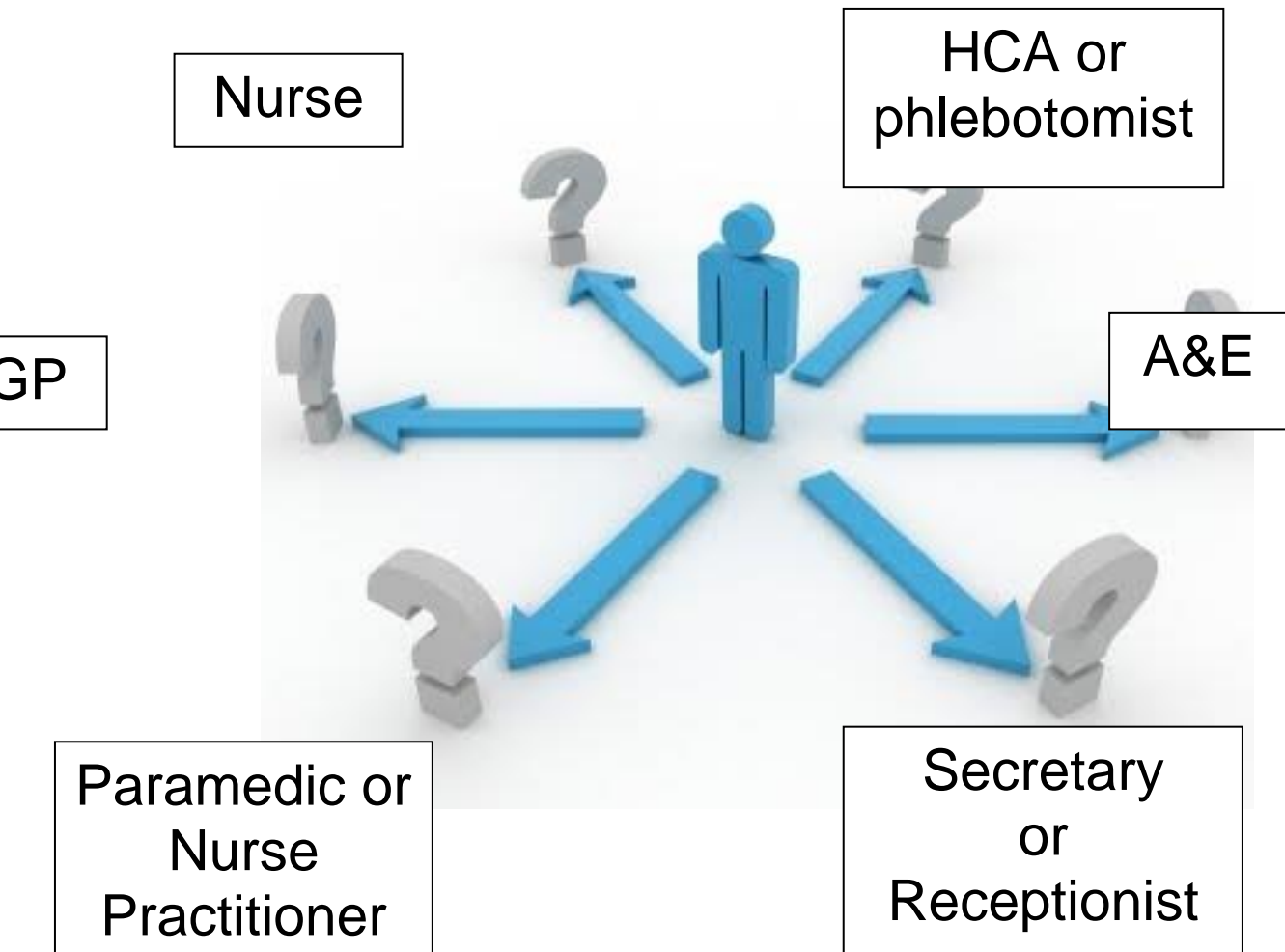


# The Snodland's Medical Practice



## Booking an appointment

### An explanation of signposting by reception triage

How patients can help the practice

# An explanation of signposting by reception triage

## How patients can help the Practice

When you telephone the Practice to book an appointment, the receptionist will ask you the following question:

- ***“To help you make the correct appointment, I need to know a little more about why you need the appointment.”***

The receptionist may also ask the following two questions depending on the response, this is called signposting.

- ***It is not always necessary to see the Doctor, a nurse/Healthcare Assistant may be more appropriate***
- ***Whatever you say will be treated in the strictest of confidence***

This is because the receptionist has a number of alternative types of appointments available to her, and she needs to offer you the most appropriate appointment to deal with your problem. The most appropriate appointment may be with the GP for example, or perhaps with another member of the practice team.

In this way, on the occasion when you really do need to see a GP, there is more likely to be a free appointment for you. The following table may help you understand more clearly the choices available.

- The left hand side of the table describes the details of the presenting problem.
- The right hand side of the table guides the receptionist's response.

We very much hope that this system will make best use of the services available both at the practice and in the wider community, and by doing so indirectly increase the number of available GP appointments, so that you can more easily secure this when it is necessary.

<b>Call 999 if you have any of the following medical problems:</b>
<ul style="list-style-type: none"><li>• <b>Sudden onset Chest pain</b></li><li>• <b>Severe shortness of breath</b></li><li>• <b>Stroke</b></li><li>• <b>Falls</b></li><li>• <b>Unconscious patient</b></li><li>• <b>Lethargic floppy child</b></li></ul>
<b>Directly to A&amp;E if you have any of the following medical problems:</b>
<ul style="list-style-type: none"><li>• <b>Injury requiring stitching</b></li><li>• <b>Burns</b></li><li>• <b>Fractures</b></li><li>• <b>Bleeding from trauma</b></li><li>• <b>Heavy bleeding (not from injury)</b></li></ul>

<b>Urgent Appointments</b>	
<ul style="list-style-type: none"> <li>• Any infection such as Chest or Ear infection</li> <li>• Children under 2 with onset of illness in the last 48 hours</li> <li>• Moderate shortness of breath</li> <li>• Blood in urine, especially in men</li> <li>• Breast lumps</li> <li>• Sudden onset of acute pain</li> <li>• Unable to weight bear – no injury</li> <li>• Unusual Swelling (new)</li> <li>• Severe Depression</li> <li>• Fever with rash and/or aches</li> <li>• Moderate asthma symptoms</li> </ul>	<p><b>Urgent appointments are managed in the following way:</b></p> <ul style="list-style-type: none"> <li>• Telephone Triage by a doctor to assess the clinical urgency and offer the best available appointment.</li> <li>• On the day appointment with the Practice Paramedic who is fully trained to manage patients with minor ailments</li> <li>• On the day appointment with the Practice Nurse Practitioner who is fully trained to manage patients with minor ailments.</li> <li>• On the day appointment with a GP. Whenever possible, this will be your regular GP but on some occasions this may be with any doctor with availability. Please do not worry, all of our GP's are trained to the highest standard and are able to view your past medical history.</li> </ul>

<b>Routine Appointment 10 to 15 working days</b>
<p><b>The reception team will offer you the next available appointment with your registered Doctor.</b> We would like to remind you that for a routine appointment it is entirely appropriate for your appointment to be in 1 to 3 weeks.</p> <p>If at any point your symptoms change or become more severe, you should call the Practice between 8.30 am and 9.30 am for advice from the receptionist or a member of our clinical team.</p>

<b>Telephone Consultations 3 to 10 days</b>	
<p><b>For non-urgent telephone advice from a GP. This includes blood result review.</b></p> <p><b>Please be reassured that any patient requiring urgent intervention following an investigation will be contacted by the Practice directly.</b></p>	<p>Book appointment with your named GP</p>

<b>Home Visit Requests</b>	
<p><b>Housebound patients should call between 08:30 and 09:30 to request a home visit</b></p>	<p>All home visits will be triaged by a doctor in the first instance. Requesting a home visit does not guarantee the doctor will visit. All GP home visits are made based on the doctor's clinical judgement.</p> <p>Depending on the reason for the home visit request, the doctor may feel it is more appropriate for you to be visited by another member of our clinical team.</p>

<b>Nurses Appointments</b>	
<ul style="list-style-type: none"> <li>• Immunisations/Travel</li> <li>• Dressings/operation wounds</li> <li>• Smear</li> <li>• Contraceptive pill /HRT follow up/rpt prescription</li> <li>• Chronic disease recall</li> <li>• Vaginal swabs (pre-coil fit)</li> </ul>	

Health Care Assistant and Phlebotomist Appointments	
<ul style="list-style-type: none"> <li>• Scheduled blood test</li> <li>• Suture removal</li> <li>• Blood Pressure check</li> <li>• ECG</li> <li>• NHS Health Check</li> </ul>	

Direct to Pharmacy First	
<p><b><u>Adult with symptoms for 3 days or less of:</u></b></p> <ul style="list-style-type: none"> <li>• fever only symptoms</li> <li>• sore throat</li> <li>• dry cough</li> <li>• vomiting</li> <li>• diarrhoea</li> <li>• cystitis</li> <li>• Thrush</li> <li>• Constipation</li> <li>• Hay fever</li> <li>• <b><u>Emergency contraception – to be seen that day</u></b></li> <li>• Head lice</li> <li>• Sore throat</li> <li>• Teething pain (over 3 months old)</li> <li>• Vaginal thrush</li> </ul>	<p><b>Visit Payden’s Pharmacy in High Street Snodland who will be able to assist patients with minor ailments and provide medication when indicated</b></p>

Med 3’s	
<p><b>Sick note request</b></p> <p><u>Medical certificates are not clinically urgent</u></p> <p>Please do not waste an appointment with a GP for the sole purpose of renewing a sick certificate. The GP will ask you attend the Practice if they feel you require an assessment.</p> <p>This is misuse of GP time, preventing genuinely sick patients from seeing a GP when needed and increases waiting times in Practice.</p> <p>GP’s will not issue repeat certificates during a consultation without prior agreement between the GP and patient.</p>	<ul style="list-style-type: none"> <li>• Self-certificate (SC2) for the first 7 days of illness – available from employer or post office</li> <li>• <b>Med 3 –Patient must have been seen by GP within the first 7 days of illness.</b> For certificates following a hospital admission please submit the request in writing, include discharge documentation and an indication of how long the consultant expects you to be unfit for work. Please allow 72 hours for processing and ensure we have your most up to date contact details should the doctor need to discuss any aspect of your illness in more detail.</li> <li>• <b>Extension</b> – A message will be passed to the GP who will make a clinical decision based on individual patient’s medical history. The doctor may speak to the patient in the first instance and then you may be asked to attend the Practice for further assessment. Sickness certificates are classed as non-urgent requests. Certificates cannot be processed in advance but can be back dated where appropriate.</li> </ul>

<b>Self-Referral</b>	
<b>Counselling service with West Kent Mind</b>	Call 01732 744950
<b>Dementia Helpline</b> *Calls to 0800 numbers are free from a landline. Calls from mobiles will vary, please refer to your network operator for charges	Freephone 0800 500 3014
<b>Pharmacy First</b>  Minor Ailments scheme	Paydens Ltd 24-26 High Street, Snodland ME6 5DF 01634 240539
<b>Thinkaction</b>  Here to help you learn the skills to nurture your own wellbeing and build positive relationships with the people around you.	Tel: 0300 012 0012 Email: <a href="mailto:thinkaction@addaction.org.uk">thinkaction@addaction.org.uk</a> Website: <a href="https://www.thinkaction.org.uk/contact-us/thinkaction-west-kent/">https://www.thinkaction.org.uk/contact-us/thinkaction-west-kent/</a>
<b>Health and Social Care Co-ordinators – TONBRIDGE AND MALLING ONLY</b> <ul style="list-style-type: none"> <li>• Patients who need equipment for improving mobility.</li> <li>• People who need help managing benefits, debit, and applications e.g. blue badge.</li> <li>• People who need some support to remain independent e.g. help with shopping, gardening, cleaning.</li> <li>• People who need help to set up care packages or arrange private care (lifelines, personal care, help with medication).</li> <li>• People who want help getting back into work.</li> <li>• Carers who need more support.</li> </ul>	Tonbridge Area: Janine Taylor and Libby Hoyle - 07392 864143  Malling Area: Denise Duff - 07392 863982
<b>Live Well Kent</b>  Helping people connect with a wide range of support and services designed to promote their mental and physical health and wellbeing. Free service for anyone over the age of 17, co-ordinated on behalf of Kent County Council and the local NHS by Shaw Trust.	Tel: 0800 567 7699  Website: <a href="https://livewellkent.org.uk/">https://livewellkent.org.uk/</a>  Link to online self-referral form: <a href="https://livewellkent.org.uk/online-referral-form">https://livewellkent.org.uk/online-referral-form</a>
<b>One You Kent</b> <ul style="list-style-type: none"> <li>• Walking and exercise referral programmes</li> <li>• Smokefree Kent</li> <li>• Advice and services to help you manage your weight and improve your wellbeing.</li> <li>• Speak to a Lifestyle Advisor</li> <li>• Get support in your area</li> <li>• Sign up for free support and advice to help you make healthier life choices.</li> </ul>	One point of contact across the local authority areas of Tonbridge, Tunbridge Wells and Sevenoaks: Freephone: 0300 020 0636 One Point of Contact for Maidstone area Tel: 0300 123 1220 Website: <a href="http://www.kent.gov.uk/social-care-and-health/health/one-you-kent">http://www.kent.gov.uk/social-care-and-health/health/one-you-kent</a>
<b>Age Well</b>  This service is for people aged 50 years and over who are living in the West Kent Area. Age Well will work with a variety of community organisations to ensure the older person receives the appropriate support depending on their personal circumstances.	Tel: 0800 1584436  Email: <a href="mailto:Info@agewellwestkent.org.uk">Info@agewellwestkent.org.uk</a> <a href="http://www.AgeWellWestKent.org.uk">www.AgeWellWestKent.org.uk</a>  Available Monday to Friday 9am to 4pm (with an out of hours call back system)

## SNODLAND MEDICAL PRACTICE IS AN EXTREMELY BUSY SERVICE.

**PLEASE CALL AFTER 10.30AM WITH ROUTINE QUERIES.**

<p><b>Referral and Hospital Appointment queries</b></p>	<p>Our Practice Secretary is able to help with queries relating to appointments and E-referral passwords. Please note that the GP's and our secretary cannot bring your appointment forward to an earlier date. All referrals are triaged by a consultant at the hospital and will be allocated an appointment based on clinical judgement.</p>
<p><b>Test Results</b></p>	<p>Patients should call the Practice 10 days after any investigation to receive results. Please call the Practice after 11am</p>
<p><b>Prescription Queries</b></p>	<p>We are actively working towards all patients using the electronic prescribing service. This service provides real time tracking of all prescriptions and is a more efficient way of working. If you have any queries relating to your prescription please call the Practice after 10.30 am.</p>



**NHS**

# MEASLES

Don't let your child catch it

The number of children catching measles is rising. To be fully protected they need to be immunised with the MMR vaccine.

It's never too late to be vaccinated.

For more information contact your local GP surgery or visit:  
[www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)

**immunisation**  
the safest way to protect your child

## Patient Access

In Partnership with  
**NHS**

### Online Services

GP online services allow you to access a range of services via your computer, mobile or tablet. Once you have signed up, you will be able to:

- book or cancel appointments online
- order repeat prescriptions online

### How to sign-up

Next time you visit the Practice, please bring with you photo ID (passport, driving licence) and something with your address on. If you don't have these, please talk to us and we will help you sign-up



# Please help us help you

The Doctors and Staff at Snodland Medical Practice are all working tirelessly to improve and streamline services offered.

Here are some things that our patients can do to help:

- Remember to cancel appointment you no longer require. We use an automated text message reminder service and patients can reply **CANCEL** to the text message to let us know they are not coming.
- Call the Practice off peak with routine queries. This will allow our phone lines better capacity during busy periods.
- Queries relating to medication can be managed by your local pharmacist. They have been specifically trained in the area of medicine. If you are concerned about any interactions or mild side effect please speak to the Pharmacist in the first instance
- The Practice will accept prescription requests in writing. The request can be submitted 10 days before the due date. We ask that patients always allow a minimum of 96 hours for a prescription to be processed.

Prescriptions ordered before 12 noon on:

<b>Monday</b>	will be at the chemist for collection by	<b>Friday afternoon</b>
<b>Tuesday</b>	will be at the chemist for collection by	<b>Monday afternoon</b>
<b>Wednesday</b>	will be at the chemist for collection by	<b>Tuesday afternoon</b>
<b>Thursday</b>	will be at the chemist for collection by	<b>Wednesday afternoon</b>
<b>Friday</b>	will be at the chemist for collection by	<b>Thursday afternoon</b>

**Please call your nominated pharmacy with any prescription queries in the first instance.**

- When calling to book an appointment please inform the receptionist of the reason for your visit. We have lots of services available at the Snodland Medical Practice and not all of these require you to see a doctor.
- Please remember that all of the Practice staff are here to help you. Our staff treat all patients with dignity and respect and we ask that you extend them the same courtesy.



# Get Fit

**Mondays at 10.30am**

Classes starting 17th September  
Cobtree Manor Golf Course

Contact us to book  
12 weeks  
**FREE** classes  
01622 753276  
cobtree@mytimeactive.co.uk

Cobtree Manor Golf Course,  
Chatham Road, Maidstone, ME14 3AZ



## Use the right service

 <b>Self care</b> <small>Visit <a href="http://www.nhs.uk">www.nhs.uk</a>            Minor cuts and grazes            Bruises and minor sprains            Coughs and colds            Sore throat</small>	 <b>Pharmacy</b> <small>Minor ailments            Bites and stings            Upset stomach            Medication advice</small>	 <b>NHS 111</b> <small>Feeling unwell?            Need medical advice?            Don't have a GP to call?</small>	 <b>GP Advice</b> <small>Out of hours            call 111</small> <small>Persistent symptoms            Chronic pain            Long term conditions</small>	 <b>Urgent Care Centres</b> <small>Breaks and sprains            X-Ray and ultrasound            Cuts and grazes            Fever and rashes</small>	 <b>A&amp;E or 999</b> <small>Emergencies only</small> <small>Choking            Chest pain            Blacking out            Serious blood loss</small>
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**Pharmacyfirst**  
Minor Ailments Service

## We're here for you, for longer

Extra appointments are now available in your area during the evening and at the weekend.

To book an appointment contact your GP practice.

**Leanne Brooks,**  
Nurse