



APPOINTMENTS LEAFLET

We operate an appointment system for all clinicians – doctors, nurses, health care assistants and phlebotomists. Where possible we offer appointments with the healthcare professional of your choice, at the surgery which is most convenient to you.

Our doctors and nurses work at both sites. Many are part time and all undertake emergency clinics and look after Llewellyn Ward at Bronllys Hospital as part of their regular working week.

Locum Doctors will sometimes undertake surgeries instead of your regular doctor due to sickness or holiday cover, or whilst your usual doctor is undertaking other practice duties. Please be understanding at these times.

Our reception/triage staff will try to offer you an appointment, with an appropriate clinician, subject to the information you give them. Please provide as much detail as possible. All staff are bound by strict confidentiality rules.

Version 07.2017

Total Triage

In response to increasing waiting times to see a GP, Haygarth Doctors have introduced a nurse telephone triage system to ensure we manage the increased workload. This will ensure each patient ALWAYS sees the most appropriate clinician within an appropriate period of time.

When contacting the Medical Centre either by telephone or presenting at the desk to request a routine appointment –

- The reception team will take your contact details and add your details to the total triage list
- The Practice Nurse will telephone you back later that day or even the next day if this is more convenient for you
- The Practice Nurse will assess your symptoms/concerns and offer you an appointment with a GP or another healthcare professional that most suits your needs
- In some cases the Practice Nurse may be able to address your concerns over the phone which will avoid an unnecessary trip to the Medical Centre

Telephone consultations

Sometimes you may need advice on a medical condition or wish to discuss the results of investigations but do not feel you need to see a doctor. Our triage staff may offer you a telephone consultation. The doctor will phone you during the morning – please ensure we have your correct contact numbers.

Emergency Clinic

The emergency clinic is for acute problems which occur “on the day”. It is run by a doctor and nurse.

Please contact the reception team as early as possible. Under total triage, you may be put straight through to a clinician (doctor or nurse) to ensure that patients are seen and treated in order of clinical need, and the most appropriate appointment is made.

Emergency clinic is not a drop in service and patients are seen according to the urgency of their condition.

There may be a longer wait to be seen in this clinic due to the nature of illnesses being dealt with by the clinical team, or the doctor being called out to a home visit for a very sick patient.

We endeavour to keep you informed regarding delays via the patient call system.

Nurse Appointments

Our Practice Nurses undertake a variety of clinics for which appointments can be made either by telephone or in person at reception.

Annual Review Clinic

Many patients with chronic conditions have an annual review appointment with a Practice Nurse. Appointments are made through reception or we may write to you.

Women's Health

Family planning and cervical smears are undertaken in these clinics.

Vaccinations & Child Immunisations

We hold designated clinics for scheduled child immunisations.

Flu clinics generally start early October and are bookable from September onwards for eligible patients.

Patients can book an appointment for the shingles vaccine if in a specified age group - please ask at reception to check your eligibility.

Texting

We have a texting service for patients to receive communications from the surgery such as clinic appointments and information about upcoming programs.

All patients with a mobile phone number on their record will be entered into the text service. If you do not wish to be contacted via text, please contact the surgery to opt out.

If you change your mobile phone number, please remember to update your details by downloading a Contact Update Form from our website – www.hay-garth.co.uk

Travel Clinic

Appointments are available only at Hay-on-Wye Medical Centre. There are limited places available for travel clinic, please contact the Medical Centre to book an appointment before completing the Travel Health Questionnaire.

Once you have secured an appointment, please complete a Travel Health Questionnaire (available from either reception or to download from our practice website) and return it to Hay-on-Wye Medical Centre at least 2 weeks before your appointment.

Please allow at least 6 weeks prior to departure to help us meet your travel vaccination and medication needs. We are unable to offer a "last minute" travel service, reception staff will advise you.

Please note that some travel medications and vaccinations may attract a fee which is payable in advance of your appointment – please ask the Receptionist for details.

HCA/Phlebotomy appointments

Blood tests, blood pressure checks etc are carried out only on instruction from a Practice Nurse or Doctor.

Home visits

We ask patients to try to come to the Medical Centre as this is a better environment for examination due to the facilities available to clinicians.

Home visits must be requested before 11am (Monday to Friday). Visits will usually be made by the emergency doctor who may ring to discuss the reasons and timings for the visit, which will be dependent on the workload on the day.

As we are not an emergency service, more urgent problems at home require an ambulance. Patients should dial 999 for emergencies.

Cancelling appointments

We are grateful when patients advise us they are unable to keep an appointment. We can then offer it to someone else which decreases the wait for appointments and ensures clinical time is not wasted. Appointments can be cancelled on-line if you are registered for My Health On Line.

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