

PRIMARY CARE CENTRE INFORMATION LEAFLET

HOW TO MAKE AN APPOINTMENT TO SEE A GP

This leaflet has been designed for you, those in your care and others involved in your care. It provides information for patients using the services at the Primary Care Centre.

Types of Appointments

There are now four options for booking an appointment with a GP:

1. **Advance appointments:** these appointments are released two days in advance, on a daily basis.
2. **On the day routine appointments:** these are released and booked on a daily basis.
3. Same Day **Walk-In appointments:** these are released on a daily basis for a patient to simply walk in the door and be seen. Please note, that these appointments cannot be obtained by calling the appointment telephone line.
4. Same Day **Emergency appointments:** these are released and booked on a daily basis.

1. How to book an Advance Appointment

These are intended for routine visits or medical issues that do not need to be seen immediately.

These appointments are a 2 day advanced pre-bookable appointment system.

- On Monday - Wednesday appointments are released;
- On Tuesday – Thursday appointments are released;
- On Wednesday – Friday appointments are released;
- On Thursday – Monday appointments are released and;
- On Friday – Tuesday appointments are released.

If the selected day is a Public Holiday, you will be offered an appointment for the day after the holiday.

Appointments can be booked from Monday to Friday between 12:00 noon and 3:00pm, either via telephone on 20052441, or in person at the PCC counters.

If all advance appointments for your preferred GP are already booked, you will be offered an appointment to see another GP.

2. How to Book a 'Same-day' Appointment (Routine or Emergency)

Appointments can be booked over the telephone on 20052441 or in person at the PCC counters from 08:15 hours every week day.

When requesting an appointment for the same day, please tell the PCC Clerk if you require a ROUTINE or an EMERGENCY appointment.

Routine Appointments

These are for medical issues that are not urgent but need an appointment the same day. An excellent example of this may be when long term medications have run out.

These could be for the following reasons:

- REGULAR REVIEWS.
- REPEAT PRESCRIPTIONS.
- ROUTINE MEDICAL CHECKUPS.
- LONGSTANDING AILMENTS THAT ARE NOT IMPROVING
- POORLY CONTROLLED CHRONIC PROBLEMS.
- RESULTS OF INVESTIGATIONS.
- HOSPITAL DISCHARGE LETTERS.
- PATIENT REQUIRING LETTERS OR REFERRALS.

Once all routine appointments in your registered area have been taken up for that day, you will be offered any available appointment with a GP from a different group. This is to make maximum use of daily routine appointments.

Emergency Appointments

These are for medical issues that require rapid medical attention, such as:

- NEW SYMPTOMATIC PROBLEMS.
- INFECTIONS.
- SICK CERTIFICATE.
- WORSENING OF CHRONIC PROBLEM WITH SYMPTOMS REQUIRING PROMPT ATTENTION.

For Emergency appointments there are no group restrictions. An appointment for that same day will be issued with a GP or a Nurse Practitioner depending on emergency duties.

Weekend Clinics are strictly for emergency appointments only and are open for booking at our counters from 9.00am to 11.00am on Saturdays and 10.00am to 11.00am on Sundays and Public Holidays.

3. How to access the Walk-In Clinics

These are for medical issues that are not necessarily urgent, but need an appointment the same day.

These appointments can only be booked by walking in to the PCC and speaking to a booking clerk.

If the clinic is busy, it is possible that you may have to wait to see a GP, but you will be seen.

4. How to cancel an Appointment

Please assist us by cancelling any appointments you will not be able to keep. You can do this by filling in a form on the GHA webpage <http://www.gha.gi/cancel-an-appointment/> or by calling 200 43331.

5. Repeat Prescription Service

Our Repeat Prescription service will allow some patients to request a repeat for their medication without always having to see a GP.

If you are running out of medication, you have a stable medical condition and your tests are up to date, you may meet the requirements to receive a repeat prescription before your appointment with your GP. The clerk at the "Repeat Prescriptions desk" will:

- Ask you for your last prescription.
- Register your details and print a list of medications that you regularly take.

- Ask you to select the medications you need and for how long.

Subsequently, the clerk will book a note for your GP and ask them to check your records. Once your GP finds that everything is in order then:

- You will be informed that your prescription will be ready for collection from the “Repeat Prescription desk” in 2-3 days.
- On collection of the prescription, the clerk will ask you to sign the form with the list of medications you selected, to confirm that you have received the prescriptions.
- It is possible that your GP issues a repeat prescription but needs you to have some tests before your next review. In this case the clerk will book you an appointment with a GP as soon as possible.
- Your GP may feel that they need to see you, in this case please allow your GP to give you the best possible care and book an appointment to be seen.

Sick Certificate Telephone Service

Our sick note service operates from Monday to Friday from 9am to 4pm as follows:

- Patients who require a sick note for minor self-limiting ailments, that do not need to be seen by a doctor, but who need rest and self-care at home, can phone 20007888, where a fully trained nurse in telephone triage will be happy to assist.
- Sick notes can only be issued for a maximum of five calendar days at a time and once every three months.
- Sick notes can be collected and signed for by a friend or relative on the same day. This will be issued on submission on a consent letter signed by the patient confirming that you are authorised to collect on their behalf.
- This service is not available to extend a medical certificate given by A&E or a GP. If you need to extend your medical certificate, we will recommend you visit your GP.