

APPOINTMENT BOOKING GUIDELINES

It can sometimes be difficult for patients to know which of our clinicians would be most appropriate to see them. Of course, when booking an appointment by phone call or at reception, our team can advise appropriately, however, when booking the appointment via Patient Access this advice is not available. The table on this page will hopefully provide useful guidance when booking appointments.

Due to technical complexities certain appointments are not available to be booked on-line and the chart shows this information.

Appointment Reason	CLINICIAN(S) TO SEE	Bookable online?
Suspected illness	DOCTOR	YES
Illness	DOCTOR	YES
Acute/urgent illness	TO BE TRIAGED BY NURSE PRACTITIONER OR DOCTOR	NO
Concerns about mental health or depression	DOCTOR	YES
Follow-ups to previous consultations	DOCTOR	YES
Medication reviews	DOCTOR, PRACTICE PHARMACIST	YES - DR
Asthma clinic review	NURSES (Lisa Guildford or Julie Ash)	YES
COPD reviews / spirometry	NURSE (Lisa Guildford)	NO
Diabetic reviews	NURSE (Sally Beedles)	NO
Chronic disease reviews (non-diabetic) eg rheumatoid	NURSE OR DOCTOR	YES
Pill checks + contraceptive injections	NURSE OR DOCTOR	YES
Dressings, removals of stitches	NURSE	YES
Blood pressure checks	HCA, NURSE OR DOCTOR	YES (NOT HCA)
Smears	NURSE ONLY	YES
Ear irrigation	NURSE OR HEALTH CARE ASSISTANT	NO
Travel advice + vaccines	NURSE ONLY	NO
Childhood immunisations	NURSE ONLY	NO
Adult immunisations	NURSE ONLY	NO
Help 2 Quit	HEALTH CARE ASSISTANT	NO
Help 2 Slim	HEALTH CARE ASSISTANT	NO
Health Checks	HEALTH CARE ASSISTANT	NO
ECGs	HEALTH CARE ASSISTANT	NO
Blood Test	PHLEBOTOMIST (OR HEALTH CARE ASSISTANT - only if no phlebotomy appts available)	NO