



## **Urgent Care Clinic**

### **From Monday 13<sup>th</sup> May, we will be changing our appointment system**

#### **Why?**

We want to reduce the waiting time for urgent GP appointments, whilst maintaining our high standard of urgent, on-the-day care. Therefore, when you telephone the practice you will hear a message about how to manage your needs. Please be prepared to give our trained reception staff the reason why you wish to see one of our clinical team and the trained receptionist will ensure you receive the most appropriate medical care, from the most appropriate health professional at the most appropriate time, therefore signposting you to other services, so give the trained receptionist as much information as you can.

#### **What will be different?**

Our drop in clinic will now be known as the Urgent Care Clinic. This clinic will deal with **one acute emergency on the day**. All patients will be assessed by the Nurse Practitioner, Clinical Pharmacist or Paramedic Practitioner, depending on your clinical need. If any of the clinicians think they cannot deal with your problem, they will refer you to the on call Duty Doctor.

#### **How did you decide on this new system?**

We looked at ideas from other surgeries and have kept the things that we already do well. Our Patient Participation Group (PPG) has helped us design the new system.

#### **How can I get an appointment?**

The appointment will still be for walk in patients only as before, however, you will be given an appointment time rather than being seen in turn.

The following problems will not be dealt with in this clinic.

- Ongoing problems
- Sick notes
- Prescription queries

Speak to a receptionist either at the reception desk or over the phone on 01227 208556. Alternatively visit our website at [www.northgatemedicalpractice.com](http://www.northgatemedicalpractice.com)