

## **MILLFIELD SURGERY APPOINTMENT SYSTEM**

To book an appointment, call the surgery number, 01347 821557 or call into reception. The surgery and telephone line is open between 8.30am till 12.30 and 2pm till 6pm. Alternatively you can register for our online appointments booking service on our website.

### **Online Appointment Booking**

The Practice has a website with access to our online appointment booking service, which you can use to book a GP appointment at your convenience 24 hours a day. You will need to register for this service by contacting the practice for your own personal log in details. You will need to collect this information from reception, and you will be asked for photographic proof or identification, such as a driving licence or passport. Alternatively, we can post this to your registered address. All patients at an address who wish to use the service will need to register individually, in order to protect patient confidentiality.

## **GP APPOINTMENTS**

### **APPOINTMENTS FOR ADVANCE BOOKING**

Here at Millfield Surgery we try to offer a mixture of advance booking appointments, i.e. appointments which are freely available several months in advance from the day you are booking. This is to allow people who have regular annual, 6 monthly or monthly checks to plan for them to fit into their own timescales.

These appointments will be suitable for Chronic Disease reviews, medication reviews requiring blood pressure tests or other examination, or any other ongoing, routine care.

If you are under regular review for an ongoing health problem, your GP or Nurse will tell you when you will need to be seen again. These appointments do get booked up to 2 or 3 weeks in advance during our busy periods. If you are under

regular annual or 6 monthly reviews, it is advisable to ring and book your next review at least 4 weeks ahead of the time you need your appointment so that you will have a little more choice of an appointment time appropriate to your own needs. Please allow 3 to 4 days for the result to come back to the Practice before you ring for your results, please ring after 2pm to allow time for the results to have been viewed by the GP.

### **APPOINTMENTS ON THE DAY OR URGENT PROBLEMS**

If you are in pain, severe discomfort or distress, we will ensure that you speak to a ANP (Advanced Nurse Practitioner) on the day you ring.

You will be asked for your name and telephone number and they will call you back to speak to you. They will help to ensure that you see the most appropriate person at the most appropriate time although that may be with another GP or at a more inconvenient time for yourself. Sometimes we find that they can also leave you a prescription or offer help or advice on the telephone.

### **SPEAK TO YOUR GP ON THE TELEPHONE**

In order to accommodate those patients who are requesting health advice, medication advice, medication reviews, or who have a problem which does not necessarily need a face to face appointment, we can take your name telephone number and some details about your problem and a doctor will call you back during the day. If you have any restrictions on when you can receive a call please let the receptionist know and we will try our best to accommodate your needs.

### **GP LOCUMS**

**During holiday periods and periods of high demand the Practice employs GP Locums, to provide the additional capacity needed in the appointment system. They will provide the same level of care as your Practice GP.**

## **NURSE APPOINTMENTS**

### **ADVANCED NURSE PRACTITIONER (ANP)**

**The Advanced Nurse Practitioners deal with the Advice Telephone Call every morning and also deals with:**

Minor Illness – diagnose and prescribe  
Medication queries

### **PRACTICE NURSE (PN)**

**The Practice Nurses support the GPs and ANPs work by offering standard nursing duties as well as many routine clinical duties:**

Asthma reviews  
Baby Immunisation  
Cervical Smears/swabs  
Contraceptive advice and checks  
COPD reviews  
Diabetic reviews  
Ischaemic Heart Disease reviews  
Postnatal checks  
Smoking cessation advice  
Travel immunisation and advice  
Vaccinations & advice

### **HEALTH CARE ASSISTANT (HCA)**

**The Health Care Assistant supports the GPs, ANPs and PNs by:**

Taking blood  
Measuring blood pressure  
Basic health checks  
ECGs  
Testing urine samples  
Hypertension reviews  
Smoking cessation advice  
As well as assisting GPs in other duties.  
She **DOES NOT** offer health advice other than that specifically directed by the Clinical Staff.  
Blood taking appointments are only available during the morning, as the samples are collected at lunchtime and taken to the Laboratory for testing.

## TIPS FOR BOOKING YOUR APPOINTMENT

THERE ARE A COUPLE OF THINGS YOU WILL NEED TO CONSIDER BEFORE REQUESTING YOUR APPOINTMENT

### 1) ARE YOU IN SEVERE DISCOMFORT, PAIN OR DISTRESS?

Inform the receptionist that you need to talk to someone today for one of the above reasons, and you will be contacted by the Advanced Nurse Practitioner (ANP) by a triage telephone call.

### 2) ARE YOU IN SEVERE DISCOMFORT, PAIN OR DISTRESS WITH AN ONGOING PROBLEM FOR WHICH YOU ARE SEEING 1 GP?

If you have an ongoing health problem which is being treated by one General Practitioner (GP), inform the receptionist of this and they will try and accommodate this request, however, if that GP is unavailable, it may be better in the short term to deal with the above symptoms as a matter of urgency, and see any available GP. The triage Nurse or GP will assess this when they call you back.

### 3) DO YOU NEED AN APPOINTMENT WITH YOUR REGULAR GP FOR AN ONGOING HEALTH PROBLEM?

In this case it would be useful to see that GP, so allow a little time, if possible, when booking your appointment, in case your doctor is unavailable or fully booked for a few days. We have routine appointments available for booking several months in advance, for reviews, check-ups, etc. and if you know your review will be due in a particular month in the year, allow yourself plenty time to book an appointment on a day and time suitable to you, with the relevant GP.

### 4) DO YOU NEED HELP OR ADVICE WITH A HEALTH PROBLEM WHICH YOU CAN DISCUSS ON THE TELEPHONE?

We can take your name and telephone number and ask your GP to call you back to discuss any concerns, sample results, and offer advice which doesn't involve a physical examination. You will be called as soon as the GP is free to make phone calls, however, if you have any restrictions on when you can receive a call please let the receptionist know so we can make a note of this with your details.

### 5) DO YOU NEED AN APPOINTMENT WITH A PRACTICE NURSE OR HEALTH CARE ASSISTANT?

If you have an ongoing health problem or chronic disease, you will be aware of the need for frequent reviews. When your GP feels your symptoms are stable and your medication is correct and appropriate, you will then be reviewed by our Practice Nurses or Health Care Assistants who will ensure that you remain in a stable condition. This will either be on a 6 monthly or annual basis.

Further to these duties, the Practice Nurses also offer extensive skills, to support the GPs in their clinical tasks. Please see the list overleaf. The Practice Nurses and Health Care Assistants also assist the GPs with IUCDs and implants, following an assessment consultation with the GP.

The HCA also offers a range of skills to support the clinical team and you may be asked to book an appointment with the HCA for bloods, prior to a routine GP appointment. Please ensure you allow at least one week for the results to come back into the Practice.

## SURGERIES AT MILLFIELD SURGERY

Each day we have triaging telephone calls, we also have morning surgeries (starting at 8.30am), mid-afternoon sessions (starting at 2.30pm) and an evening surgery (starting at 3.50pm).

- **Dr Boyd** is available on Monday and Friday
- **Dr Squire** is available on Wednesday and Thursday
- **Dr Morris** is available on Monday, Wednesday, Thursday and Friday.
- **Dr Iredale** is available on Tuesday, Wednesday and Thursday
- **Dr Fox** is available on Monday, Tuesday and Thursday
- **Dr Huber** is available on Monday, Tuesday and Friday

Updated September 2016

# MILLFIELD SURGERY

Millfield Lane, Easingwold, York YO61 3JR

[www.millfieldsurgery.co.uk](http://www.millfieldsurgery.co.uk)

Telephone: 01347 821557

Fax: 01347 823456

## HELP AND ADVICE WITH APPOINTMENTS



### General Practitioners

**DR LORRAINE BOYD**

**DR ALISON SQUIRE**

**DR JOHN MORRIS**

**DR HELEN IREDALE**

**DR LIZ FOX**

**DR ANDREAS HUBER**

### NURSING TEAM

**Ms Lynne Gray Advanced Nurse Practitioner**

**Mrs Amanda Wood, Nurse Practitioner**

**Mrs Helen Gardner, Practice Nurse**

**Mrs Marianne Doyle, Practice Nurse**

**Mrs Julie Sadler, Health Care Assistant**

**Mrs Katie Johnson, Health Care Assistant**