

The Green Practice is committed to offering high standards of care and is therefore continually monitoring its service to highlight areas for improvement and striving to achieve this.

The appointment system has been under review for some time now and as a result we will shortly be changing the way we book '**same day**' appointments and introducing new services.

Our aim is to improve your access to the **right** health care professional at the **right** time. This may not always need to be a doctor, but will utilise the skills of the entire practice team – nurses, health visitors, district nurses and practice pharmacist.

Who needs a same day appointment?

Same day appointments should be requested if you feel you have an 'urgent' problem that requires prompt assessment or if you have an ongoing illness and your symptoms have changed or deteriorated in the last few days.

Same day appointments **should not** be requested for routine problems, repeat prescriptions or sick notes.

Routine appointments can be arranged in the usual manner. We anticipate that the waiting time for a routine appointment will be reduced as a result of the changes being made to our appointment system.

Introducing telephone triage – starting on 19. February. 2007

Telephone triage is a system by which you will be contacted by one of our specially trained triage nurses, who will take a brief history of the problem. Please help us by providing any information requested as this will ensure that we have a full picture and are able to offer you the best possible care. All information is treated with the strictest confidentiality.

Those patients requesting a **same day** appointment or a **house call** will be passed onto the triage nurse and be contacted back as soon as possible. If your condition or the condition of the person you are calling about **changes** or **deteriorates** while waiting for the triage nurse to return your call – **please re-contact the surgery immediately.**

Following a brief discussion of the problem you may be offered;

- ❖ Clinical advice
- ❖ A routine appointment with a GP or nurse
- ❖ A same day appointment with a GP or nurse
- ❖ A minor illness clinic appointment
- ❖ A house call
- ❖ Referral to the district nursing team if appropriate
- ❖ Referral to the health visiting team if appropriate
- ❖ Referral to the practice pharmacist if you have a specific query about medication

Requests for same day appointments or house calls should be made before 10.00am where at all possible.

This will ensure that your problem is dealt with as swiftly as possible.

We hope that our new system will allow us to deal with your request for help more rapidly and ensure that the most appropriate member of the practice team assists you.

Minor Illness Clinic

Heather Watters is our Lead Practice Nurse

Heather has over twelve years experience in general practice and has been involved in telephone triage for much of that time. In the past three years Heather has also undertaken further training in minor illness, minor injury and nurse prescribing, which enables her to independently deal with a number of problems. Some examples include minor eye problems, ear and throat problems, chest infections, emergency contraception and urinary symptoms.

Heather is also responsible for advising and supporting the other widely experienced triage nurses – Arlene, Lynne and Linda, who many of you will know well.

Health Visitors

The Health Visitors are available Monday to Friday on 01738 445173. You can leave a message on their answer phone and they will return your call as soon as possible. Through our new triage system, you may be asked to contact your Health Visitor for specific advice if this would best suit your requirements.

District Nurses

The District Nursing Team is available Monday to Friday on 01738 445163. You can leave a message on their answer phone and they will return your call as soon as possible. Through our new triage system you may be referred on to our district nursing team or asked to contact them if it is felt that they would better meet your need.

Midwives

The Midwifery Team is available daily on 01738 473274. This is an answer machine number and you can leave a **non-urgent** message and they will return your call as soon as possible. **If you need to speak directly to a midwife at any time of day please phone 01738 473425.**

NHS 24

This is a 24-hour health advice and information service, staffed by nurses and professional advisers. Information leaflets on NHS 24 are available in the waiting room.

To contact NHS 24 please phone

08454 24 24 24

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Fax; 01738 643969

**HELPING YOU TO
GET THE RIGHT
APPOINTMENT AT
THE RIGHT TIME**



Nurse Triage

