

What sort of appointment do I need at Leckhampton surgery?

Currently we encourage online booking for routine GP, mental health practitioner (MHP), and blood test appointments. Other appointments require telephone contact with reception at present.

Please take care to book the correct online appointment slot if booking online. If you book the incorrect slot the staff member may be unable to assist you and your appointment waiting time may be repeated. If booking online please be sure to book the correct **'slot name'**.

We do not provide these services	GP urgent capacity is not unlimited	GP is usual provider – book online	Pharmacist is usual provider	You will be invited by the surgery	Nursing team is usual provider	Reception will direct administrative queries
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REASON		RESTRICTIONS	STAFF MEMBER	F2F or Telephone	Booking method and slot name
Emergency medical concern		Do not contact the surgery for emergencies, we are not an emergency service.	999 or the Emergency Department	Face to face or Telephone	999 or attend the ED
Urgent medical concern for today		Provision is not unlimited. If our capacity is exceeded, you will be directed elsewhere. http://www.asapglos.nhs.uk/	GP or Nurse Practitioner	Face to face or Telephone	Telephone reception
New routine medical problem and you feel examination will be needed		If you have new, unexplained, symptoms a F2F is often needed and a telephone call may not be sufficient INCLUDING ALL NEW SKIN PROBLEMS.	GP	Face to Face	Online: 'Face to face GP appointment'
New routine medical problem which you feel does not require examination		Please consider if this concern can fully be addressed without examination, if not book a F2F instead	GP	Telephone	Online: 'GP approximate time telephone call appointment'
Mental health concern	Mental health concern	Mental health practitioner for patients aged 18 and over only. Book online.	Mental Health Practitioner.	F2F or Telephone	Online: 'Mental health nurse telephone or face to face appointment'
		GP for patients under 12 or if MHP unavailable. Call reception or book online GP appointment.	GP if under 18 or MHP unavailable	F2F or Telephone	
Routine follow up / flare up of ongoing medical condition for symptoms or results (NOT annual review)		Excludes routine health reviews for e.g. Diabetes, hypertension, Asthma, COPD, etc. These are arranged by our nursing team – you will receive an invite around your birthday, or before.	GP	Face to face or Telephone as per patient judgement	Online: 'Face to face GP appointment' or Online: 'GP approximate time telephone call appointment'

Gynaecological concerns (likely to need pelvic examination)	Telephone first allows planning of more complex examinations	GP	Telephone in the first instance	Online: 'GP approximate time telephone call appointment'
Contraception (New)	New prescriptions for contraceptives or requests for coils and implant fitting. Oral contraceptives – all GPs Coils - Drs Ellis and Cox Implants – Dr Ellis	GP	Telephone initially. Coils and implants will be arranged directly by the GP	Online: 'GP approximate time telephone call appointment'
HRT (New)	Please ensure you have taken your blood pressure prior to the consultation. There is a machine in our waiting room if you do not have access to one at home (we recommend all HRT takers have a BP machine at home)	GP	Telephone	Online: 'GP approximate time telephone call appointment'
Joint injections	Dr Hall or Dr Hiskens – no restrictions Dr Lees – knee, shoulder, trigger fingers only	GP	Face to Face	Online: 'Face to face GP appointment'
Medication concern/query but no symptom concerns	Existing medications or adjustments. Please speak to your community pharmacy first , they can resolve 4 out of 5 queries directly. Our pharmacy team if community pharmacy cannot help.	Pharmacist (GP only if pharmacist unavailable)	(Try your own pharmacy first) Telephone	Telephone reception
Annual review of long-term condition (LTC)	E.g. Diabetes, hypertension, asthma, COPD, heart failure etc.	LTC multi disciplinary team	Telephone usually	We will invite you.
Contraception (Review)	We will contact you with a text message asking for review information. This is triggered when you request medication that has an out-of-date review	Specific team	Text message / email	We will contact you
HRT (Review)	We will contact you with a text message asking for review information. This is triggered when you request medication that has an out-of-date review	Specific team	Text message / email	We will contact you
NHS health checks	Patients are invited by text message	HCA	Face to Face	We will invite you
Urgent Eye conditions	https://primaryeyecare.co.uk/ The emergency department can manage emergency eye conditions e.g. sudden visual loss.	Community optometrist	As decided by optician	Optician by telephone
Routine Eye conditions	https://primaryeyecare.co.uk/	Community optometrist	As decided by optician	Optician by telephone
Dental problems	https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/	Community Dentist	As decided by dentist	Dentist by telephone
Podiatry (NHS)	NHS Podiatry is arranged via self referral online or via 0300 421 8800. https://www.ghc.nhs.uk/our-teams-and-services/podiatry/	Podiatrist	As decided by Podiatrist	← Self refer

Physiotherapy (NHS)	NHS Physiotherapy is arranged via self referral online or via 0300 422 8527 https://www.qboshospitals.nhs.uk/our-services/services-we-offer/physiotherapy/	Physio	As decided by Physio	← Self refer
Sick 'fit' notes for work	Notes of 1 week or less must be self-certified https://www.gov.uk/taking-sick-leave	GP or Nurse Practitioner	Usually no appointment needed.	Telephone reception
Private medical work, e.g. insurance, DVLA, shooting, flying, legal	Not funded by the NHS. Each request is quoted individually – do NOT book this online as work will not be completed that has not been quoted and paid in advance and will not be completed in standard appointments.	GP	Variable – often an appointment is not needed.	Telephone reception – this will be allocated to our non-NHS work coordinator
New pregnancy / Midwife booking	New pregnancies are 'booked' with the midwife, not the GP. Midwife also does routine pregnancy reviews as per 'yellow book' schedule. Requests for termination of pregnancy should be directed to: https://www.hopehouse.nhs.uk/pregnancy-advisory-service/	Midwife	Face to Face	Telephone reception
Dementia review	We have specific appointments for dementia reviews.	Nurse (Wendy)	Face to Face	Telephone reception
Blood test	NOT hospital requested tests, see link for information. https://bit.ly/3PHbOWj	HCA or Phlebotomist	Face to Face	Online: 'Blood test only (NOT hospital requested tests)'
Childhood immunisations (vaccines)	Consult your 'red book' for the timings of these vaccines	Nurse	Face to Face	Telephone reception
Cervical screening / smear test	Only when invited by the central NHS recall system. Do NOT book with a GP for smear tests.	Nurse	Face to Face	Online: 'Smear clinic'
Wound care (Simple)	e.g Stitch/clip removal or simple dressings	HCA	Face to Face	Telephone reception
Wound care (Complex)	e.g bandaging, leg compression, and complex wounds	Nurse	Face to Face	Telephone reception
Travel vaccinations	https://www.nhs.uk/conditions/travel-vaccinations/	Nurse (Clare, Mollie and Katie only)	Telephone initially	Telephone reception
Adult vaccinations	e.g. pneumonia, shingles (all only if invited)	HCA	Face to Face	Telephone reception
B12 injections	Most patients are treated with tablets	HCA	Face to Face	Telephone reception
Hormone /complex injections	e.g for prostate or breast cancer, osteoporosis, depo-provera. Must be already authorised by GP	Nurse	Face to Face	Telephone reception