

Your appointment: what to do if you're not well.

Before you book a GP appointment with the Practice, please see if it might be better for you to go straight to one of the other local services listed on the next page of this leaflet. If that's not the case, please go ahead and book your GP appointment.

This leaflet has been prepared by the Practice's Patient Participation Group



Riverside Surgery
Bovey Tracey
01626 832666

Tower House Surgery
Chudleigh
01626 852379



Before you ring the surgery for an appointment with the practice it is possible that you can get the help you need by going direct to one of the services listed below. Decide if one of the following services would suit you better.

Always dial 999 for life-threatening conditions

Minor Injuries Unit at Newton Abbot for non-life-threatening injuries

- ❖ While our surgeries are closed and only between 8.00am and 10.00pm, phone **01626 324500**.
- ❖ At all other times, please phone **111** for advice.

Local pharmacist

- ❖ Call into your local pharmacy for help on minor ailments and conditions as well as information about your medicines and their doses.

Mental Health Clinic (for over 18s)—**Depression and Anxiety Service:**

- ❖ Phone **01626 203500**

Sexual Health Clinics—Advice and Treatments:

- ❖ Phone **01803 656500**

Health Visitors' Team for babies and parenting support:

- ❖ Phone **0333 234 1901** or **01626 836201**

Community Nursing:

You can contact the Torbay and South Devon Community Nursing Team by phoning the appropriate number listed below:

- ❖ Monday to Friday, from 8.30am to 4.30pm, phone **01626 852379**
This number will be answered by Tower House surgery in Chudleigh where they will take your message and pass it on to the Health Visitors' Team.
- ❖ Monday to Friday, between 7.00am and 8.30am and between 4.30pm and 7.00pm—phone **0300 333 6602**
- ❖ At all other times, please phone **111** for help.

Foot Care and Podiatry: 01803 217712

Physiotherapy: For muscular and skeletal problems

- ❖ Monday to Friday, between 8:30am and 12 noon, phone **0300 456 9987**

There is a leaflet "**Medical Services in Our Area**" available from Reception. This gives more details and phone numbers for all the above services and for several others.

If you decide to phone the Practice for an appointment

When the Reception Team answers the phone, they will ask you for more information about what is the matter. If you do not want to tell the receptionist what your request is about, perhaps if you feel embarrassed, then just say, you will still be able to get an appointment. The aim of this process is to make sure that you see the right person to give you the help you need. The information is passed on to that doctor or nurse and helps them prepare for your appointment.

The receptionist will make sure you see the right person as soon as possible.

If you find that you will be unable to attend for your appointment, please cancel it as soon as you know. **More than 95% of our patients do tell us if they need to cancel.** We can then give the appointment to someone else.

To make the best use of your appointment, think through what you want from this appointment

Do you need a chaperone or interpreter? Would it help to have someone come with you?

Make a list of all your medicines.

Write down your symptoms, and all your questions. If it's a second visit or an ongoing condition, what has changed?

Dress appropriately, e.g. short sleeves are helpful if you need a blood test.

Bring your diary in case you have to book further visits.

Arrive early and book yourself in on one of the touch-screens or at Reception

If your wait is more than 20 minutes beyond your appointment time, please tell the receptionist.

When you are with the doctor or nurse

Explain what is the matter. Use your notes to help.

Include everything, even things that might seem unimportant.

Ask for explanations for anything you don't understand.

If necessary, make a few notes or get your friend to make notes.

Write down any medical words so you can look these up again later.

Check with the doctor/nurse that you know what will happen next, for example, tests, prescriptions, etc.

Ask what you should do if it gets worse.

You can ask questions about your treatment

Are there other ways to treat my condition? What do you recommend?

Are there any side effects or risks? If so, what are they?

How long will I need treatment for and what are the long-term side effects?

How effective is this treatment?

What will happen if I don't have any treatment?

Is there anything I should stop doing or avoid doing?

Is there anything I can do to help myself?

What are the tests for? How and when will I get the results?

Before you leave the consulting room

Make sure that you understand what you've been told.

Make sure that you know what to do next.

Follow-up appointments

If the doctor or nurse needs to see you again, please call at Reception on your way out and book any future appointments you need, whether for the doctor or a nurse.

If you would like to have a copy of this leaflet in a different format to make it easier to read, please contact the Practice.