

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, e.g. tests, prescriptions, etc.
- If it gets worse, what should you do?

I CAN ASK ABOUT 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 possible side effects?
- How effective is this treatment?
- What will happen if I don't have any treatment?
- Is there anything I should stop 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 ROOM MAKE SURE:

- You understand what you've been told
- You know what to do next

BOOK ANY FOLLOW UP APPOINTMENTS BEFORE YOU LEAVE THE SURGERY:

If you require this leaflet in a different format please contact the surgery.

RIVERSIDE & TOWER HOUSE SURGERY

PATIENT PARTICIPATION GROUP (PPG)

INFORMATION LEAFLET



WHAT YOU CAN DO IF YOU ARE NOT WELL

GETTING AN APPOINTMENT

PPG Leaflet 2

www.towerhousesurgery.co.uk

PPG2v.i/08/16

DECIDE WHICH SERVICE YOU NEED TO SEE FIRST OR DIAL 111 IF NOT SURE:

Before you ring the surgery for a doctor's appointment it is possible that you can get the help you need, by going straight to one of the services listed below. You do not need to go to the surgery first:

- **Dial 999** for life-threatening conditions
- **Minor Injuries Unit** for non life-threatening injuries (if the surgery is closed).
- **Pharmacist** for minor ailments and conditions as well as information about your medicines, and doses.
- **Clinic for Mental health** (18yrs+)
- **Clinic for Sexual health** and advice
- **Health Visitors' Team** for babies and parenting support
- **Community nursing**
- **Foot care and podiatry**
- **Physiotherapy**

If you cannot self-refer and are still worried then you can ring your surgery for an appointment.

One of the Surgery Reception Team will answer the phone. They will ask you why you want to see a doctor or nurse. They do this so that they can make sure you can see the right person. If you can give this information it is really useful and helps the receptionist to make sure you get an appointment with an appropriate doctor or nurse. This information is passed on to that doctor or nurse and helps them prepare for your appointment.

If you do not want to tell the receptionist what your call 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 get the help you need with the right person.

You will usually be offered one of the following:

- A telephone appointment with a doctor or nurse
- A same-day appointment with a doctor or nurse
- An appointment at another time

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

TO MAKE THE BEST USE OF YOUR APPOINTMENT:

BEFORE YOU COME:

- Think through what YOU want from this appointment.
- Do you need a chaperone, interpreter, can your friend come?
- Make a list of all your medicines.
- Write down 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 SELF-BOOK-IN ON ONE OF THE SCREENS:

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