

## Frequently asked questions

(compiled with the help of the Appletree PPG)

### How can I make the sort of appointment I need?

If you think it is an urgent matter ring 01332 842288 as soon as possible after 8am weekdays when either an appointment will be made that same day or you will be referred to the triage doctor to determine the best course of action.

If you require a routine appointment – that is one which can be predicted, e.g. follow up appointment - try to ring 01332 842288 after 12 noon to avoid the busy morning period.

**Online booking** - a number of appointments are available to book over the internet using Systmonline. You can find out more about how to register for this service by calling into the surgery with two forms of identification (one item from each of the following lists):

- **Personal ID:** Current passport, photocard driving licence, birth certificate etc.

AND

- **Address ID:** Utility bill, bank statement or council tax etc (with your name, address and dated within the last 6 months).

You will then be given your confidential login information.

**How long will my appointment last?** - Normal appointments with a clinician are for 10 minutes. If you require longer e.g. to talk about more than one problem, please either ask for a longer appointment or book a second consultation.

**What if I want a home visit?** - ring 01332 842288 before 11.00am to discuss the request with the Triage doctor. If at all possible we prefer you to come to the surgery where more facilities are available.

**Will I always see a doctor?** - No, but you will see the most appropriate clinician for your needs. By asking you a few questions, the reception staff will guide you to the right healthcare professional.

**What happens if I need urgent medical attention when the surgery is closed?** - If you need medical attention when the surgery is closed, but it is not life-threatening, you should dial 111. This will connect you to the NHS 111 service free of charge. You will be assessed and directed to the most appropriate point of care for your particular needs.

### Can I be seen by a doctor or nurse at week-ends?

We are pleased to provide both GP and nurse appointments on Saturday mornings between 8.00 and 11.00am. These appointments must be pre-booked. If you need more urgent medical attention you should ring 111 for the out-of-hours service.

**Whilst you may not always be able to see the GP of your choice, our appointment system will ensure that you are dealt with within 24 hours by an appropriate clinician.**



## Appletree Medical Practice

47a Town Street  
Duffield  
Belper

Phone: 01332 842288

Web: [www.appletreemmedical.co.uk](http://www.appletreemmedical.co.uk)

## Appletree Medical Practice

# MAKING AN APPOINTMENT WITH A CLINICIAN

Useful telephone numbers:

**Appletree Medical Practice**

01332 842288

(Practice telephone lines are open from  
8.00am to 6.30 pm week days.)

**Out of hours service and NHS Direct**

111

**CT4TC - Community Transport for  
Town & Country**

01773 746652

(for help with transport)

## Making an appointment

Some people like to fit medical appointments in with their work or other commitments; others prefer to ring for a same day appointment. Some have routine matters to discuss; others have urgent problems needing prompt attention.

We do our very best to meet these varying needs within the limitations of the number of clinicians and appointments available. Often a Nurse, Nurse Practitioner or Clinical Pharmacist will be just as able to deal with your problem as a GP and the receptionist may ask you a few questions to help you find the most appropriate point of care.

We have four types of clinician appointments available:

### BOOKED IN ADVANCE

Bookable up to 4 weeks ahead, these provide choice and flexibility as to when and by whom you are seen. If these appointments are filled on a particular day the receptionist will look for an acceptable alternative. Other appointments are released 2-5 working days ahead to enable you to see your usual clinician with a problem that is not urgent but you would like to be seen within a few days.

### AVAILABLE ON THE DAY

Every day at 8.00a.m. a limited number of appointments become available, enabling you to see a clinician quickly if that is your need. At such short notice there is less flexibility over time and choice.

### URGENT MEDICAL PROBLEMS

If you have an urgent problem but all the appointments for a particular day are filled, please tell the receptionist. The telephone triage doctor (one of the GPs) for that day will call you back to either give advice on the phone or arrange to see you as an emergency at a specified time. As such

there is no flexibility over appointment time or choice of doctor. These appointments are specifically to address the urgent medical problem within an already full surgery.

### TELEPHONE

Each day there are a number of telephone appointments for when you need advice but don't need to be seen in person. The receptionist will ask for brief details to ensure this approach is the most appropriate for your needs. They will give you the time frame in which your call will be returned; you may leave a mobile number but please ensure your phone is switched on.

Whatever your situation the receptionist can only offer you the appointments that are available. Appointments are always in great demand and the doctors have a finite number of hours in the day in which to meet the needs of our 11,000 patients.

### LATE ARRIVALS

Patients arriving late for appointments make it difficult for the clinicians to run to time, keeping other patients waiting. If you are more than 10 minutes late, unless your need is medically urgent, you may be asked to rebook for another day.

**If you cannot attend an appointment please let us know as soon as possible - this may enable someone else to be seen in that appointment slot.**

We make every effort to ensure that surgeries run on time. There will be times when an emergency arises or a patient needs longer than the 10 minutes allotted to them. This may result in you waiting beyond your appointment time. We ask for your patience and understanding if this happens.

## Home visits

We are pleased to provide home visits for the housebound and those too ill to come to surgery. If you feel a home visit is appropriate please telephone the surgery, before 11.00am whenever possible. The Receptionist will ask the nature and urgency of the problem. A doctor will usually wish to speak to you before arranging to visit.

Please be aware that the quality of care we are able to provide in the home may be less than can be offered at the well-equipped medical centre.

Unfortunately, lack of transport itself is not a reason for a home visit. In such instances you may like to contact CT4TC on 01773 746652 for help with transport.

## Out of hours

If you need medical attention when the surgery is closed, but it is not life-threatening, you should dial 111. This will connect you to the NHS 111 service free of charge which is provided by a local organisation: Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

You may also contact the 111 service if you are simply seeking health advice.

**If you need medical attention which is life-threatening, you should always dial**

**999**