


# What type of appointment do I need?

## I feel it is an "emergency"

This means that your symptoms are life threatening. GP Practices do not deal with emergency cases and you should dial 999.



## I need to "urgently" see a GP

 This type of appointment is for patients who have symptoms that are likely to worsen if not treated the same day and/or your symptoms prevent you from functioning normally. If no appointments are available, please tell us that you need to be seen today and the Receptionist will ask you to describe your symptoms so they can be passed on to the Doctor who will prioritise your call against other "urgent" requests received that day.

## I would like a routine appointment



These appointments are for any other need you have to see a GP. All of our GP appointments can be booked up to 2 weeks in advance.

## I need a home visit

This type of appointment is ONLY for housebound patients who are unable to attend the surgery because of their medical condition. The Receptionist will ask you to describe your symptoms/condition so that they can be passed on to the Doctor who can assess whether a home visit is necessary.



**Please phone before 11am to make your request. After 11am, only requests for MEDICALLY URGENT visits will be accepted (i.e. for those housebound patients who have symptoms that are likely to worsen if not treated the same day)**

## I would like to speak to a GP on the phone



This type of appointment can be used where you have a symptom or query that does not need the GP to examine you before he/she can make a decision about your treatment.

Examples of such queries include:

- Medication reviews / Medication Queries
- Blood, Ultrasound or X-ray results
- Follow up advice (if previously advised by GP)
- Fit Note continuation (if previously agreed by GP)
- Minor Ailments

## Online Booking



10% of GP appointments can be booked via our online booking service. To register for this service please ask at reception and they will print you off your logging in details and information needed to assist you.

## I have got a form for the GP to complete/I would like the GP to write a letter



Unless the GP requests otherwise, you do not need to see the GP for this — you can simply explain your request to Reception. There will be a charge for any non-NHS work involved and the Receptionist can tell you how much that charge will be and how long your form/letter is likely to take to complete.

## Cancellations



If you cannot attend for an appointment that you have made with us, please phone our dedicated line for cancellations: **01928 842577**

This is a message facility only, Simply leave your name, date of birth and appointment details and we will cancel your appointment for you. We are always grateful when you cancel your appointments as we are then able to offer the appointment to another patient.

How can you Help us?



Please....

- be on time for your appointment.
- try to use your consultation for just one problem (We allow an average of 10 minutes per GP appointment)
- tell us if you need to cancel an appointment by calling our cancellation line.
- note that the appointment is for one person only
- turn off your mobile phone during the consultation:

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#### Practice Opening Times

Monday—Friday 8.30am—6pm\*

9.30am—12pm Saturday

(\*Thursdays until 7.30pm)

We are closed on Sundays, Bank Holidays and Bank Holiday Saturdays.

If you need urgent medical advice or treatment when the Practice is closed,

please call:

**0845 671 0270**



Grove House Practice  
St Pauls Health Centre

High Street

Runcorn

Cheshire

WA7 1AB

Tel No: 01928 566561

Fax No: 01928 590212

Cancellation line: 01928 842577  
(message facility only)

Website: [www.grovehouse.co.uk](http://www.grovehouse.co.uk)

Last reviewed: April 2011

# What Type of Appointment do I need?

Grove House Practice

Patient  
Information  
Leaflet

