

# APPOINTMENT SYSTEM

Bradford on Avon & Melksham Health Partnership Tel. 01225 866611



## Routine Doctor Appointments

### How do I book?

You can do this via:

- **Online** – using [Doctor Link](#), available 24/7
- **Telephone** – 01225 866611, ideally from 08:30 Mon-Fri

The appointment system for the Doctors is 'book on the day' only and no advance bookings are able to be made by the receptionist.

There is an increased demand on our services compared to pre COVID-19 levels and we encourage patients to register for the [Doctor Link online service](#) in the first instance (where possible) or call early in the morning should you need to arrange an appointment with your GP.

Reception areas at all Practice sites remain open and are available for general queries only.

### What if I need a follow-up appointment?

If your Doctor would like to arrange a follow-up appointment they will book this appointment with you or request the reception team to contact you direct.

### How do I obtain my test results?

You can do this via:

- **Online** – using [SystemOnline](#)
- **Telephone** – 01225 866611, from 13:30-17:30

Your GP will indicate on your result if they would like you to arrange a routine appointment to discuss.

### Why does the receptionist ask for 'some idea of the problem'?

To enable the appointment staff to offer you the most appropriate appointment, the Doctors have provided them with additional, regular training in order for them to have the skills to guide you with your appointment request.

When you call the Health Centre to make an appointment, you will be asked the following questions:

- Is this a new or ongoing health issue
- A brief description of your symptoms (in confidence)

This will allow the reception team to (but not limited):

- Help you straight away by seeking advice from another member of the Practice Team, for example, a referral query could be answered by the Practice Secretaries
- Manage your appointment effectively, as it might be more appropriate for you to speak to another Health Professional, for example medication queries can be answered by our Practice Pharmacy Team or you can receive expert advice on new musculoskeletal problems from our First Contact Physio
- Ascertain if you need a monitoring test or another procedure done prior to your telephone call with the Doctor, for example if you are due an annual blood test or respiratory review and may need to see the Nurse first
- Add details to your GP telephone consultation so your Doctor can prepare

### Preparing for your GP appointment

Before your appointment it would be helpful if you could write down your symptoms including when they started and what makes them better or worse. If you have access to a smartphone, tablet or camera you can take a photograph of non-personal areas to help aid any diagnosis.

It is important that during your appointment please do not be afraid to ask if you do not understand.

Here are some simple questions you can ask to help you with your on-going recovery or care:

1. *How long might my symptoms last?*
2. *What should I look out for?*
3. *What can I do to help myself?*
4. *What can I do to prevent problems in future?*

### What to expect from your GP telephone consultation

When you receive your consultation call from your Doctor to discuss your health concerns, you will be given advice from your Doctor on what to do next. This could be:

- Advice on how to manage your condition
- You may need a prescription
- You may be invited to join a [video consultation](#)
- You may be asked to send in [photographs](#) securely
- You may need to come in and see the Doctor face to face that day

## Routine Doctor Appointments

*Which day is my preferred GP available?*

Doctor	Session	Mon	Tues	Wed	Thurs	Fri
Dr Patrick	AM		✓		✓	
	PM		✓		✓	✓
Dr Wyatt	AM	✓	✓			
	PM	✓	✓		✓	
Dr Paterson	AM	S		✓		✓
	PM	✓		✓		
Dr Crocker	AM	✓			NH	✓
	PM	✓	✓		✓	✓
Dr Parker	AM	✓		W	✓	W
	PM	W		W	✓	
Dr Smith	AM	NH	W	✓	NH	✓
	PM		✓	✓	✓	
Dr Davis	AM	W	S			
	PM	✓	✓			✓
Dr Salmon	AM	✓		✓	✓	
	PM	✓		✓	W	
Dr Parr	AM		✓	✓		
	PM	✓	✓	✓		
Dr Rodgers	AM		✓		W	✓
	PM	✓	W		NH	✓
Dr Cash	AM	✓		✓	✓	
	PM					
Dr Cole	AM	✓	✓		✓	
	PM					
Dr Thorne	AM	✓			✓	✓
	PM	✓			✓	✓
Dr Vidoni	<i>Currently on maternity leave</i>					
Dr Alsop	<i>Currently on maternity leave</i>					

### Key:

- ✓ Indicates Doctor will be at Bradford on Avon Health Centre
- W Indicates Doctor will be at Winsley Health Centre
- S Indicates Doctor will be available at Bradford on Avon Health Centre during school holidays
- NH Indicates Doctor will be off site at a local Nursing Home

Once Doctor capacity is full you may be asked to call the Health Centre the following day, or on the next day your preferred Doctor is available, unless deemed an emergency.

## Routine Nurse Appointments

*How do I book?*

You can do this via:

- **Online** – using [SystemOnline](#) (currently you can book blood tests, INR tests, cervical screening, medication reviews & from September flu vaccinations)
- **Telephone** – 01225 866611, ideally in the afternoon when the phone lines are less busy

## Other Health Professionals

We have a truly multidisciplinary team at Bradford on Avon & Melksham Health Partnership and our contact centre will, after taking some brief details, suggest the most appropriate clinician to help meet your needs.

### Meet the team!

#### Clinical Pharmacy Team



Chris

Heather

Steph

Rebecca

We help to improve outcomes from medicines. This includes providing advice for those on multiple medicines, helping to resolve day-to-day medicine issues and answering any general queries you may have.

#### First Contact Physio



Amy

I help patients who are suffering with musculoskeletal pain, e.g. back pain, knee pain. I then decide with the patient the best course of action. This may be educating the patient about how they can manage the condition themselves, making a referral for physiotherapy, and referring to investigations such as imaging.

#### Older Persons Team (TCOP)



Julie

Donna

Katherine

Ginnie

Claire

We seek to support those aged 65 and over who are frail, socially isolated and have health problems. We support individuals to take greater control of their own health to improve mental health and physical well-being.

Contact TCOP Team 01225 860812