



**We're here to help, who to see at Glastonbury Surgery**

**At Glastonbury Surgery we have a large multi-skilled clinical team who are here to help you. Selecting the right clinician will not only ensure you access the most appropriate clinical care but get it as quickly as possible.**



### **Telephone Triage System - Same Day Appointments**

From August 2017 the surgery will be managing patient access for same day appointments by a system known as telephone triage. When you contact the surgery for a same day appointment the receptionist will ask you for your name and contact details and some information about why you need an appointment. This information is essential for the clinician to prioritise patient care. Your name will be added to the triage list - either a doctor or a nurse practitioner will then contact you and manage your care based on the outcome of that telephone call. The receptionist may, if appropriate, advise you of alternative services that may be more appropriate to meet your needs, for example redirection to the Pharmacy or the Minor Injuries Unit.

We are trying this system to ensure that all the patients that need to be seen on the day are seen by an appropriate health care professional. It is a system for which a telephone consultation can be used to appropriately manage a patient's concerns even if an appointment is not required. We hope that this will optimise the use of practice appointments, improve access and help to reduce waiting times to be seen.

We will regularly audit this process to ensure that it is achieving the goals and expectations that we have set.



# Who is the best person to see?

This leaflet will help you to determine the best person to see. If you are still not sure, then ask any member of our Patient Services Team who will be pleased to guide you to the right person.

**General Practitioners** act as a coordinator for a patient's care and are very often the first point of contact for diagnosis. GPs retain overall responsibility for individual patient care within the surgery. They work very closely with the rest of the clinical team to ensure patients are receiving the appropriate care and treatment, and review complex cases with them as needed. GPs will very often call up for a range of tests to be undertaken by other team members or from external specialists e.g. hospital consultants. Care plans are agreed by a patient's GP again working with other clinicians both inside the practice as well as with community teams.

**GP Registrars** are fully qualified doctors who are undertaking Royal College of General Practitioner training to become GPs. They undertake the same caseload as a GP but are supervised by an accredited training GP.

**Nurse Practitioners** are highly experienced nurses who have undertaken additional training at degree level. This equips them with the skills required to take a medical history, examine, diagnose and prescribe. These highly skilled nurses have extensive specialist knowledge and run advanced nurse clinics. Nurse Practitioners can alter drug doses and start new medication. They can request x-rays or order blood and urine tests. They can also refer to hospitals, physiotherapists, chiropody, audiology and many other specialities. They work seamlessly alongside the GPs and are able to quickly liaise with them when necessary.

**Practice Nurses** are experienced nurses who care for a huge variety of patients. Their work includes specialised dressings, immunisations (child and adult), cervical screening, travel clinics, diabetes, asthma, COPD and CVD clinics, alongside general nursing clinics and anticoagulation monitoring.

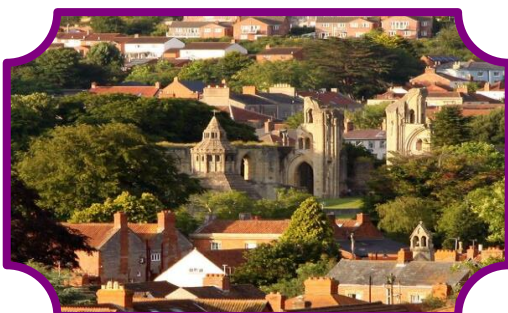




**Health Care Assistants** have a number of skills and are trained to undertake a range of duties previously undertaken by nurses. These include: taking ECG recordings, pre-clinic checks for diabetes, blood pressure recording, urine testing, removal of sutures and clips, and minor dressings. They can offer advice on diet and healthy living. When patients need to have a blood sample taken our HCAs will take them and arrange for them to be sent to the pathology lab for analysis. The results are then reported back to the GP for review.

**And remember for added convenience** you do not need to book an appointment with a clinician to check your BP, height or weight. You can simply pop in when we are open and use our equipment in the foyer. Healthchecks are available for some patients aged between 40 and 74 years of age – we shall send eligible patients an invitation letter to attend.

A large, multi-skilled clinical team, here to help you



# Quick Check

## Who does what at Glastonbury Surgery?

	HCA	Practice Nurse	Nurse Practitioner	GP Registrar	GP	Pharmacist
Taking blood samples	✓	✓	X	X	X	X
Taking blood pressure (DIY in foyer) or ECG	✓	✓	X	X	X	X
Wound dressings	✓	✓	X	X	X	X
Ear irrigation	X	✓	X	X	X	X
NHS Health Checks	✓	X	X	X	X	X
Travel vaccination and advice	X	✓	X	X	X	X
Childhood immunisations	X	✓	X	X	X	X
Pre diabetes clinic checks and tests	✓	✓	X	X	X	X
Issue and sign acute prescriptions	X	X	✓	✓	✓	X
Issue and sign repeat prescriptions	X	X	X	✓	✓	X
Pre COPD clinic checks and tests	X	✓	X	X	X	X
Care plan reviews	X	X	X	✓	✓	X
Medication queries	X	X	✓	✓	✓	✓
Medication reviews	X	X	X	✓	✓	✓
Chronic Disease Clinics (asthma, diabetes, COPD)	X	✓	X	X	X	X
Hospital referrals	X	X	✓	✓	✓	X
Imaging referrals (x-ray, ultrasound)	X	X	✓	✓	✓	X
Family planning	X	✓	X	✓	✓	some
Emergency contraception	X	X	✓	✓	✓	✓
Neck and shoulder pains	X	X	✓	✓	✓	✓
Severe or unresolved coughs and colds	X	X	✓	X	X	X
Earaches	X	X	✓	X	X	✓
Chicken Pox	X	X	X	X	X	✓
Vaginal Infections	X	X	✓	✓	✓	✓
Urinary tract infections	X	X	✓	✓	✓	X
Testicular lumps	X	X	✓	✓	✓	X
Ring pessaries	X	✓	X	X	X	X
Sick notes (after 7 days)	X	X	X	✓	✓	X
Skin problems	X	X	✓	✓	✓	X
Sudden weight loss	X	X	✓	✓	✓	X
Convulsions or fits	X	X	✓	✓	✓	X
Central chest pain	X	X	✓	✓	✓	X
Prostate	X	X	X	✓	✓	X
Prostap hormone injections	X	✓	X	X	X	X
Chronic kidney disease	X	✓	X	✓	✓	X
Orthopaedic conditions	X	X	✓	✓	✓	X
Patient case management	X	X	X	✓	✓	X
Mental health reviews	X	X	X	✓	✓	X
Referrals for private treatment	X	X	✓	✓	✓	X
Referrals for not routinely funded or out of area treatment	X	X	X	✓	✓	X