

# Charnock Health Newsletter



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## Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

### Appointments at Charnock Health



**Please try and remember your appointment!**

*Be sure that you write the date and time of your appointment down in your diary or on a calendar as soon as possible. We also have appointment cards in reception to help you to remember.*

*We may not always be able to see you if you arrive at the wrong time or on the wrong day!*

*We know from our patient survey and patient feedback group that getting an appointment is one of the most important things we need to look at. Along with many other surgeries in Sheffield we find that more and more work is moving out of hospitals and into general practice creating pressure on our appointments system. To help improve things we have added more appointments to our surgeries and clinics, but there are also some things you can do to help us keep things running smoothly.*

#### **Do I really need to see the doctor?**

Simple problems such as coughs, colds, sore throat, tummy upsets and mild aches and pains can usually be treated at home when they first start. If you need guidance about these simple health problems you can phone NHS direct on 0845 4647 or go online to NHS Choices at [www.nhs.uk](http://www.nhs.uk). There is also some advice on our website for treating minor illness.

#### **Should I see the nurse instead?**

Our nurse practitioner is fully trained and experienced in treating lots of health problems including earache, sore eyes, chest problems, bites, stings, hayfever and skin rashes. She is able to prescribe antibiotics and other medicines for treating these problems. Ask the receptionist if you think the nurse practitioner might be able to help you.

#### **Who else can help me?**

Your local pharmacist is trained to offer advice on a wide variety of simple conditions and may also be able to offer medication to some people free of charge. Ask to speak to them privately if you have a problem. They will help you decide if you need to see a doctor.

#### **Why can I never get an appointment?**

Appointments are available up to three months in advance, but we also have to make sure that we have new appointments available every day for people with urgent problems who need to see us at short notice. If you need a more routine appointment to review your treatment or talk about something that isn't very urgent then we would ask you try to book it at least a couple of weeks in advance so that we can offer you a range of appointment times with the doctor of your choice. If you leave it until the last minute we will try and fit you in if we can, but you may then have to accept a less convenient option.

#### **What if I get better before my appointment?**

Please let us know if you don't need your appointment or find that you can no longer keep it. Every week we find that a lot of appointments are wasted when people don't keep them. We can always offer your appointment to someone else, so let us know as soon as possible if you won't be coming to see us.

### Important!

**Please let us know as soon as possible if you are no longer coming to your appointment**

### I want to choose which doctor I see...

Wherever possible we like to make sure that you get to see the doctor of your choice. It may be that your chosen doctor has a special interest in your medical condition, or that you prefer to only see a doctor of the same sex as yourself. Some of the doctors at Charnock Health work part time and so are only available on certain days of the week. If seeing a particular doctor is important to you then please book your appointment in plenty of time. If you book at the last minute or need to be seen urgently then you may have see the doctor on duty rather than your usual doctor.