

Charnock Health Newsletter



Charnock Health
White Lane
Sheffield
S12 3GH

0114 239 9202



www.charnockhealth.nhs.uk

Summer 05 2012

Charnock Health Primary Care Centre

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

Triage and urgent appointments

Our appointment book is made up of three types of appointments.

Advance booking

A third of our appointments can be booked up to three months in advance. These appointments are useful for non-urgent problems and for routine reviews and follow up appointments.

48 hour booking

Another third of our appointments are released two days in advance. These appointments can be booked by anyone but are particularly useful for problems that need to be seen fairly soon.

Same day booking

These appointments are only available on the day of booking. They can also be booked by anyone, but may be most suitable for people with urgent problems that need to be seen that day.

My problem is urgent but all the appointments have gone. What now?

If you think that you need to be seen that day but all the appointments are taken, we may still be able to see you. The receptionist will take your details and pass them to the doctor who will then call you back, usually within half an hour or so. The doctor will ask you about your problem then either arrange to see you as an urgent case, offer advice or suggest a routine appointment. Please make sure that your phone is switched on and not set to voicemail so that we can get back to you without delay.

My problem is private! Why are your receptionists so nosy?

They aren't! We train all our reception staff to spot serious health problems and alert us to them. Please help us by giving them some idea of what your problem is, particularly if it is urgent. Sometimes we may suggest that you need an emergency ambulance or a visit to casualty rather than an appointment in surgery. If this is the case then the receptionist will make sure that you are treated as a priority and that we call you back without delay.

I work until six o'clock. Why can't you see me then?

We can! We operate a late evening surgery two nights a week. These appointments are bookable up to three months in advance and are available to everyone. They are particularly useful for people who work during the day and need to have a routine review or see us about a non-urgent problem. If you think your problem is urgent then we will usually expect you to take time off work to come and see us during the day rather than book an evening appointment.



Try and plan your appointments in advance if possible

By arranging your appointment well in advance you will have a much better choice of appointment times and doctors.

Do bear in mind that urgent appointments will usually be with whichever doctor is on duty that day and may be limited to certain times only.

Important!

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

How can I help to make things run more smoothly?

- Do try to plan your appointments and book them as far in advance as possible. If the doctor asks you to come back for a review in a few weeks, then don't leave it right until the last minute before phoning up to book your appointment!
- If you need to see us to have your treatment checked then keep an eye on your tablets and don't wait until you have taken the very last one before you call us.
- If you need a review with the doctor then make sure that you have had any necessary checks or blood tests done beforehand and that the results have come back to surgery in time for your appointment with the doctor.