

Welcome to Arden House Medical Practice

Dear New Patient,

Welcome to Arden House Medical Practice.

We are pleased that you have chosen to register with us.

This letter explains how we work and how to get the right help.

For more information, visit: **www.ardenhousemedicalpractice.co.uk**

Booking an appointment

We do not use a total triage system.

You can book routine appointments in advance at a time that suits you.

You can choose which clinician you see. Waiting times may be different for each clinician.

You can currently book with:

- 3 GPs
- 1 Advanced Nurse Practitioner (ANP)

Urgent appointments

We keep a small number of urgent appointments at the end of each morning and afternoon surgery.

Urgent appointments are for problems that cannot wait for a routine appointment. Examples include a serious infection or a mental health emergency.

Please only ask for an urgent appointment when it is needed.

For the best chance of an urgent appointment, call Reception on 01663 745266

- **8am** for a morning appointment
- **12pm** for an afternoon appointment

If we are full, we may advise you to call 111, go to a Walk-in Centre or Emergency Department.

Nurse and HCA appointments

Appointments with our practice nurse and Health Care Assistants (HCAs) can be booked in advance.

Our practice nurse can help with long-term condition reviews, vaccinations, cervical screening and simple wound care.

Our practice pharmacist can help with medication reviews, medicine queries and monitoring. They work closely with our GPs to make sure your medicines are safe and suitable for you.

Our HCAs provide:

- Blood tests
- ECGs
- Pre-diabetes advice
- NHS health checks

When you book a blood test, reception will ask who requested it and why.

We only book blood tests requested by the practice. A GP will decide if we can do a blood test requested by the hospital.

Home visits

If you think you or someone you care for needs a home visit, please call between **8am and 11am**.

A GP will call you back and assess the request.

Most visits are completed by the Home Visiting Service, which works closely with the practice.

The GP will decide whether a home visit is clinically necessary.

Home visits are for patients who cannot leave their home because they are frail or have difficulty moving around. This may include:

- People living in nursing or residential homes
- People with a terminal illness

Why reception asks questions

Our reception staff are trained Care Navigators.

They may ask you to briefly explain why you need an appointment.

They are not making a clinical decision. Their questions help you see the right healthcare professional at the right time.

Other healthcare services

Muscles, bones and joints

You can book with a Musculoskeletal Specialist. Call Reception to ask reception for an MSK appointment.

They can assess you and may arrange imaging, physiotherapy, a specialist referral or a joint injection.

Pregnancy care

A community midwife holds a clinic at the surgery once a week on a Wednesday.

You can register a new pregnancy through our website.

Physiotherapy and podiatry

You can refer yourself to these services.

Reception can text you the details.

Pharmacy First

Local pharmacies can assess and treat some minor conditions:

- Earache: ages 1 to 17
- Impetigo: age 1 and over
- Infected insect bites: age 1 and over
- Shingles: age 18 and over
- Sinusitis: age 12 and over
- Sore throat: age 12 and over
- Urinary tract infection (UTI): women aged 16 to 64

Pharmacies can also provide free contraception and blood pressure checks. They will tell us your blood pressure result.

Urgent eye problems

The Community Urgent Eye Service (CUES) can help with sudden eye problems.

It is not a walk-in service. Call your local optician first.

Social Prescribers

Our Social Prescribers can meet you at home or at the surgery.

They can help with your wellbeing and connect you with local non-clinical services.

Citizens Advice

A Citizens Advice representative visits the surgery every week on a Friday.

You can book an appointment through reception.

Dental problems

We cannot treat dental problems.

Please contact your dentist or call NHS 111.

Community services

We work closely with:

- District nurses
- Mental health workers
- Audiology
- Social care
- Dementia support workers
- Palliative care services

Some community services may be limited or unavailable if you live outside our practice area.

Patient Participation Group

We have an active Patient Participation Group (PPG).

If you would like to join or learn more, please visit our website.

We look forward to caring for you.

Our friendly practice team is here to support you and help you get the care you need.

Please contact us if you have any questions or need help.

Arden House Medical Practice

