

GP / ACP appointment types	Routine	Urgent	Same Day
Description	<p>The purpose of routine appointments is for 'general health queries', diagnoses, and monitoring of conditions.</p> <p>When you contact the surgery you will be offered the next available appointment. If it is regarding an ongoing issue we will do our best to book you in with the same GP.</p> <p>You can see any GP of your choice, please make your preference known to the care navigators, who will do their best to meet your needs. Please be aware that requesting a specific GP, may increase your waiting time.</p>	<p>Urgent appointments are offered to deal with 'concerning' health issues that <u>do not require immediate attention</u> but are unable to wait for a routine appointment.</p>	<p>Same Day appointments are offered to be able to deal with 'significant' health issues that, whilst <u>not an emergency (life threatening)</u> do require <u>immediate attention</u>.</p> <p><i>999 should be used for health emergencies including chest pain, struggling to breathe, stroke etc (see Red List). General Practice is not an emergency service.</i></p>
Examples (not exhaustive)	<ul style="list-style-type: none"> ✓ New symptoms or concern ✓ Follow up of ongoing condition ✓ Test results ✓ Depression / anxiety ✓ Medication reviews ✓ Menopause/ menstrual problems/ contraception 	<ul style="list-style-type: none"> ✓ Red flag symptoms that could be cancer (breast lumps, persistent PR bleeding, cough over 6 weeks etc) ✓ Acute worsening of mental health (NO risk to patient safety) ✓ New symptoms severely affecting normal life ✓ Test results (only where filing comments advise urgent follow up) 	<ul style="list-style-type: none"> ✓ New severe pain ✓ Infections (not covered by pharmacy first) ✓ New shortness of breath ✓ Acute worsening of mental health (risks for safety)
Availability	Bookable 4-6 weeks in advance	3 working days in advance	Same Day
<p>Once we are fully booked you will be directed to 111 for any urgent health needs or asked to call back for routine issues.</p>			
Duty Doctor	<p>Every day the practice has a GP working as the "Duty" Doctor.</p> <p>The Duty Doctor deals with any urgent clinical enquiries arising via our care navigator team as well as from all other sources such as 111, district nurses, palliative care teams, mental health teams, paramedics, social care etc.</p> <p>They are responsible for triaging home visit requests & arranging visits Please call before 10:00am if possible if you think a home visit is required for the same day. Please note most visits are done by the Belper home visiting team</p> <p>Some same day 'significant' health issues can be dealt with by phone and these patients may be booked a Duty Doctor telephone appointment. Examples – urgent treatment needed for a recurrent condition, skin changes where photos can be sent, pain killers needed for worsening of ongoing issue.</p>		