

Appointments

Appointments are always in great demand and the GPs have a finite number of hours in the day in which to meet the needs of our patients. Whatever your situation, the receptionists are only able to offer you the appointments that are available.

Book Online

We offer a selection of GP appointments online and you are able to access these from your computer, tablet or mobile device 24 hours of the day. Please see links on our website for further details.

Book By Telephone

You can book an appointment on 01332 842288 between 8.00 am to 6.30pm. At the request of the GPs, the receptionist will ask for a brief outline of your problem so that they can book you in with the most appropriate clinician.

Book At the Reception desk

If you would rather book in person, please pop into reception and speak with a receptionist.

Online Consultations

You can go to our website to get advice or treatment from a GP. You can also organise your fit note, discuss test results, GP letters etc. Responses are normally within 2 working days.

Text Appointment Reminders

If you would like a text reminder for your appointment, please ensure we have your mobile number*.

We are increasingly using this facility to send letters, test results and to check information, so please help us by ensuring we have your correct details.

**By providing us with your mobile number we assume you have given informed consent for us to contact you by text. We will only use this facility in the context of your healthcare at Appletree. If you do not wish to receive text alerts, please advise reception who will amend your records accordingly.*

Types of appointments

Telephone Appointments

Each day there are a number of telephone appointments for when you need advice but don't need to be seen in person. The receptionist will ask for brief details to ensure this is appropriate for your needs. They will give you the time frame in which your call will be returned; you may leave a mobile number but please ensure your mobile phone is switched on.

Booked in advance

Bookable up to 4 weeks ahead, these provide more choice and flexibility as to when and by whom you are seen. Other appointments are released 2-5 working days ahead to enable you to see a clinician with a problem that is not urgent but you would like to be seen within a few days. These are also bookable online.

Available on the day

Every day at 8.00am, a limited number of appointments become available enabling you to be seen quickly. At such short notice there is less flexibility over time and choice and these are often booked up very quickly.

Urgent medical problems

If you have an urgent problem, please tell the receptionist. The receptionist may ask you to complete an online form, so that you can document the problem in your own words. The Emergency Triage doctor (one of the GPs) will read your online form and contact you either by text or telephone to discuss the next step. If appropriate the GP may offer you an urgent appointment face to face in the surgery later that day or a an appointment later in the week – as such there is no flexibility over these appointment time or choice of GP. These appointments are specifically to address the urgent medical problem within an already full surgery. Please do not worry if you do not have online access, the receptionist will still facilitate contact with the Emergency Doctor.

Home Visit Appointments

For patients who are housebound or too ill to come to surgery, we provide home. If you feel a home visit is appropriate, please telephone the surgery, **before 11.00am whenever possible**, and give the Receptionist an indication of the nature and urgency of the problem. The doctor will usually wish to speak to you before arranging to visit.

The quality of care we are able to provide in the home may be less than can be offered at the well-equipped medical centre.

Unfortunately, lack of transport itself is not a reason for a home visit. In such instances please contact Amber Valley Community Transport on 01773 746652 for help with transport.

Late Arrivals/Did Not Attend Appointments (DNA)

Patients arriving late for appointments make it difficult for the clinicians to run to time, keeping other patients waiting. Unless your need is medically urgent, if you are late you may be asked to rebook for another day.

If you cannot attend an appointment please let us know as soon as possible – this may enable someone else to be seen. Our DNA policy is available on our website.

Cancelling an appointment

To cancel an appointment please either:

- Telephone reception on 01332 842288
- Via online services eg. NHS App, Systmonline
- Pop down to reception

Hundreds of appointments are wasted each year by patients not cancelling their appointments.

To contact the surgery, please telephone:

01332 842288 or

Out of hours call 111 or 999 in an emergency

Health Care Assistant

- Wound Dressings
- Cuts
- Suture Removal
- Health Checks
- ECGs
- Spirometry
- Blood Pressure checks
- Weight Management

Practice Nurses

- Immunisations
- Contraception Reviews
- Diabetic Clinic
- Blood Pressure reviews
- Anticoagulation checks
- Smears
- Asthma Clinic
- COPD Clinic
- Minor injury

Clinical Pharmacist

- Medication Reviews
- Hospital Discharge letters
- Medication Queries
- Repeat Prescriptions letters

Social Prescriber

- Opportunity and change programmes
- Befriending and support groups
- Local Mental Health support
- Healthy lifestyle
- Housing, benefits and financial support
- Social and creative activities
- Training and volunteering
- Green prescribing

Care Co-ordinator

Anyone over 18 can self-refer to the Care Co-ordinator for support in community healthcare, social care, community groups and onward referral for further support and information.

Are you seeing the most appropriate clinician?

Every day at Appletree, we get calls covering a huge range of requirements. Our range of clinicians and services can help meet your needs, urgent or routine, chronic or acute.

We do our very best to meet these varying needs within the limitations of the number of GPs and appointments available.

At the request of the GPs, the receptionist will ask you a few questions to help you find the most appropriate point of care.

Occupational Therapist

Available to help those struggling with work or want to get back to work. They can help with muscular skeletal, rheumatology or mental health conditions.

First Contact Physiotherapy

Patients with muscular skeletal conditions, such as knee, hip, back pain, can bypass the appointment with a GP and get an appointment directly with a specialist physiotherapist.

This service is not available if you are under 16 years old or have a neurological, breathing or gynaecological problem.

Mental Health Practitioner

Specialist nurses, who are trained to help patients with mental health concerns, such as depression, anxiety, or a relapse of previous mental health issues.

Advanced Clinical Practitioner

- Chest Infections
- Ear Infections
- Gastric symptoms
- Palliative Care
- Hypertension
- Back pain
- Contraception
- Breast issues
- Urinary Infections
- Throat Infections
- Rashes/impetigo
- Learning disability
- Migraines/Headaches
- HRT
- Delayed Periods
- Diarrhoea/Vomiting

GP Registrars

These are qualified doctors, training to become GPs.

They can see patients with the same problems that the GPs do, but often with the benefit of a longer appointment.

GPs

- Complex Issues
- Minor Operations
- Uncontrolled Hypertension
- Mental Health
- Depression
- Joint Injections
- Long Acting Contraception