

## Contact us online

If you feel that you require an ACP or GP, then please, if you have access to the internet, visit our website.

<https://www.stjamesmedicalcentre.co.uk/>

Under contact us online click on submit a new request and choose "I want help with a medical issue"

This is available between 8.00 - 16.30 Monday to Thursday (with exceptions of very busy times, the Duty Doctor may turn off for a duration).

If you feel your request is urgent and it is after 4.30pm please call the surgery.

This will take you to Accurx where you will be asked 5 questions. These questions need as much clinical information as possible to help the GPs to assess and decide the urgency of your request. Please remember to include any minor detail as this maybe a key factor to a more acute appointment.

## Calling the surgery

If you are unable to contact online, please telephone the surgery on **01823 285400** between 8.30 - 18.30 Monday - Friday where all our trained receptionist will be happy to help fill in the Accurx form on your behalf, please make sure you are able to give us the vital information.

Once the doctor has assessed we will contact you to offer the best care or advise for you. This may be an appointment with any one of our clinical staff -

[Understanding-the-GP-Appointments-System.pdf](#)

We will contact you within 72 working hours we the clinical decision.

If your request is urgent for the day, we will contact on the same day please ensure you have your phone to hand, to be able to arrange an appointment or to obtain further information.

## What to expect when needing a medical appointment



**St James Medical Centre  
Coal Orchard  
Taunton  
TA1 1JP  
01823 285400**

If you require this leaflet in a different format or need further information or assistance, please contact: **Reception at St James Medical Centre**

## Feeling unwell

We all become unwell from time to time. From a common cold to sinus problems, upset stomach to aches and pains.

### Knowing where to attend can be confusing

We are not a walk in service or emergency care, so please do not come into the surgery demanding to be seen. If you believe this is what you are needing, please attend A&E or call 999.

For any Minor ailments we suggest you try to seek help from a local pharmacy (see section on Pharmacy First) Making sure that they have the pharmacy first advertised.

### Translation & Interpreting

If you need help with Translation, please visit the website or call the phone number below

Jeśli potrzebujesz pomocy w tłumaczeniu, odwiedź stronę internetową lub zadzwoń pod podany poniżej numer telefonu

Dacă aveți nevoie de ajutor cu traducerea, vă rugăm să vizitați site-ul web sau să sunați la numărul de telefon de mai jos

[Diversity Voice - Culture & Community](#)

Tel: 03000 750105

## Pharmacy First

For minor ailments Pharmacies can assess and treat appropriately including prescribing Antibiotics.

**Acute otitis media (ear infection)** 1 - 17 years

**Impetigo (skin infection)** 1 year and over

**Infected insect bites** 1 year and over

**Shingles** 18 years and over

**Sinusitis** 12 years and over

**Sore throat (Tonsillitis)** 5 years and over

**Uncomplicated urinary tract infections (women)** 16 - 64 years

They are also available to suggest over the counter medications for common colds.

## Emergency Call 999 now if you or someone has any of these:

### Signs of a heart attack

Chest pain, pressure, heaviness or squeezing across the chest

### Signs of a stroke

Face dropping on one side, cannot hold both arms up, difficulty speaking

### Sudden confusion (delirium)

Cannot be sure of own name or age, slurred speech or not making sense

### Suicide attempt

By taking something or self-harming

### Severe difficulty breathing

Not being able to get words out, breathing very fast, choking of gasping

### Heavy bleeding

Spraying, pouring or enough to make a puddle

### Severe injuries

After a serious accident

### Seizure (fit)

shaking or jerking because of a fit or unconscious (can't be woken)

### Sudden, rapid swelling

Of the lips mouth, throat or tongue

### Labour or childbirth

Water breaking, more frequent intense cramps (contractions), baby coming or just born

### Signs of severe infection (sepsis)

Blue, grey, pale, blotchy skin, lips, tongue, palms of soles: a rash that does not fade when you roll a glass over it or high temperature with still neck/bothered by light