

From MONDAY 30th JUNE this is how appointments will be booked. Please read the guidance below and any questions please ask at reception.

No need to queue! On the phone or at reception

GP/Medical Online Appointment Requests

8am – 2pm

Visit – www.cliftonmedicalpractice.co.uk



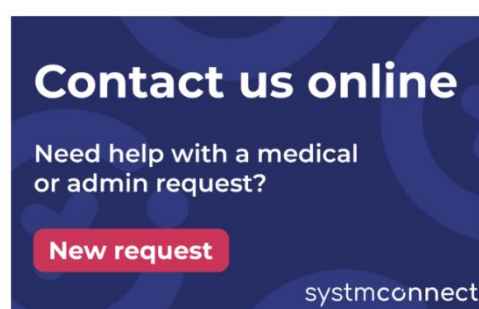
If you have **difficulty accessing the internet** to report your health concern, please visit or call reception and a member of our reception team will be able to help you complete your **online request**.

Reception can no longer book GP appointments at reception or via the phone. However, once your request is submitted ONLINE a GP will triage the request then offer the appropriate appointment/advice via a booking link, sms or reception will call.

We would like to gently remind patients that this is a new triage system for us all, we appreciate your kindness & patience whilst we work to improve Clifton Medical Practices appointment system. We endeavour to help/assist in the best possible way that we can. Any unpleasantries towards staff will not be tolerated.

To Access the form please visit www.CliftonMedicalPractice.co.uk and click CONTACT US ONLINE:

How to contact us



 [Contact us Online](#)

Please log in using your system online account or the NHS app or alternatively **YOU CAN CONTINUE WITHOUT** a log in.

Choose appropriately from the following categories.

CHOOSE NEW CONDITION OR EXISTING CONDITION FOR THE HEALTH ISSUE YOU HAVE

How can we help?

If you need medical help right now, please call 111 or go to [NHS 111 online](#). In an emergency call 999.

If there is no applicable option below, please use an alternative contact method.

For general health and self help advice please use the [NHS website](#).

Log in to attach images to your request and get help faster.

Continue with **systemonline**

NHS Continue to NHS login

Medical request

New condition

Get help with a new health problem.



Existing condition

Get help with an ongoing health problem.



Medication query

Ask about medication you are taking.



Other medical request

For example submit medical readings (such as blood pressure) or request information from my record.



Admin request

Doctor's letter

Ask for a report or letter, for example for insurance.



Fit note

Ask for a fit / sick note.



Medication request

Medication reviews and prescription requests.



Test result

Ask for the results of a recent test.



Other admin request

For example cancel an appointment, make a subject access request.



Next select the most appropriate issue to the health condition you have.

Please submit your new condition request If you become more unwell or need help more urgently, please call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999.

Allergies >	Breast problems >
Breathing problems >	Cough / Cold >
Depression / anxiety >	Ear problems >
Grief / bereavement >	Memory problems >
Muscle / joint / bone problems >	Runny nose / sneezing / rhinitis >
Sinusitis (sinus infection) >	Skin / hair / nail problems >
Sleeping problems >	Sore throat / tonsillitis >
Stomach / digestive problems >	Women's health problems >
Wound care >	Other new condition >
ADHD (adult) >	

CHECK that it is NOT an EMERGENCY – Continue if you have none of the below:

New condition - Cough / Cold

Check it's not an emergency

You should not submit this form if the patient requires immediate treatment.

Call 999 if you have any of the following symptoms:

- **Signs of a heart attack:** chest pain, pressure, heaviness, tightness 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
- **Suicide attempt:** by taking something or self-harming
- **Severe difficulty breathing:** not being able to get words out, choking or gasping
- **Choking:** on liquids or solids right now
- **Heavy bleeding:** spraying, pouring or enough to make a puddle
- **Severe injuries:** after a serious accident or assault
- **Seizure (fit):** shaking or jerking because of a fit, or unconscious (cannot be woken up)
- **Sudden, rapid swelling:** of the lips, mouth, throat or tongue
- **Labour or childbirth:** waters breaking, more frequent intense cramps (contractions), baby coming, or just born

British Sign Language (BSL) speakers can [make an emergency call using the 999 BSL video call service](#).

Deaf people can use 18000 to contact 999 using text relay.

Continue, I have none of these

EXAMPLE OF HEALTH FORM TO COMPLETE

New condition - Cough / Cold

Please fill this in if you require help with a new health problem.

Details of your condition

Do you have a cough?

- ☐ Yes
☐ No

Do you cough up any sputum (i.e. mucus/phlegm)?

- ☐ Yes
☐ No

If so what colour is the sputum?

- ☐ White sputum
☐ Clear Sputum
☐ Green or Yellow Sputum
☐ Red Sputum

Do you have a temperature or fever?

- ☐ Yes
☐ No

Please enter your details & preferred communication.

Your details

Are you the patient, a healthcare professional or someone else?

- ☒ Patient ☐ Healthcare professional ☐ Someone else

My information

* Forename

* Surname

* Date of birth

Day

Month

Year

Sex

- ☐ Female ☐ Male ☒ Unspecified

NHS number

* Preferred communication method

- ☐ Email ☐ Telephone

Telephone number

Email

You can now click SUBMIT REQUEST and this will go straight to the GP Triage Team.
On the same day an appropriate response will be provided, after the GP has triaged the request.