

KEEP ME ON THE FRIDGE



Providing NHS services

Most pharmacies can help you
with **seven common conditions**
without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



Ask your pharmacy for more
information about this
free* NHS service

**Visit your
Pharmacy First!**

*NHS prescription charge rules apply where a medicine is supplied

Welcome to West Park Surgery



Our Two Main Sites

Long Eaton Health Centre

Midland Street
Long Eaton
NG10 1RY

Park View Site

Cranfleet Way
Long Eaton
NG10 3RJ

0115 855 4200

www.westparksurgery.com

We can also offer appointments at
Sawley medical centre and Toton Surgery
as part of the Erewash Partnership

Please check the location of all your appointments

In case of a life-threatening emergency, please dial 999.

111 is the NHS non-emergency number. It's fast, easy and free.
Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year.

Calls are free from landlines and mobile phones.

FAQ

How to make a GP appointment

There are 3 ways of making an appointment

1. By Phone-Call at 8am on the day you wish to have your GP appointment
2. In person - Pop in to either surgery at 8am to book an appointment at the reception desk.
3. See our website www.westparksurgery.com
As close to 8am as you can, click on the teal coloured banner at the top, fill in the details and this will be triaged by a GP, who will text you when your appointment will be.

There are 2 types of GP appointments, Routine and Acute Illness

1. Routine appointments are for issues & health conditions that are ongoing (more than 2 weeks) and/or may require a referral of some sort.
3. Acute Illness appointments are for issues & health conditions that are short term (1-2 weeks) and may just require antibiotics (eg chest infections, tonsillitis etc), or an ongoing illness that has become **significantly** worse with pain over the past few days.

Please call our care navigation team after 2pm for the following

You can make a Pharmacy/Nurse/Phleb (bloods) and Midwife appointment up to 3 months in advance for things like: - Medication reviews, new pregnancies, contraception reviews, smears, blood tests*, injections, ECGs*, dressings and all reviews you may have been asked to make a nurse appointment for. You can also request your prescriptions, sick notes, test results.

**Please note blood tests and ECGs need to be requested by a clinician or hospital before you book in.*

Why do the care navigators (reception) ask so many questions?

We have lots of clinicians that specialise in different things and to make sure you get the best medical advice possible, we ask for a brief description of your illness.

Can I pre book an appointment?

The majority of our appointments are on the day, so that we can offer an appointment when you need it rather than 3-4 weeks.

There are occasions when an appointment can be pre booked as a follow up with the clinician that has been dealing with your current medical needs. They may even send you a text with a booking link for you to book your own appointment. These can be booked 2 weeks in advance (appointment slots are limited).

We also have pre bookable slots available for test results. If you have had a text from one of our clinicians with or without a booking link, you can book into these slots up to 2 weeks in advance.

I've had a text with a link, how do I use this?

To avoid you having to ring at 8am to get test results or to book a follow up at the GPs request, your clinician may send you a text with a booking link for you to book your own appointment. Just click on the link, follow the instructions and you will be given all of the options available at that time. More slots will be available every day and your link can be used for 7 days, so keep trying it every day until you find a slot you prefer.