



**NHS**

Providing NHS services



## Going to the Doctors

Pound Hill Surgery

Copthorne Surgery

[www.poundhillmedicalgroup.co.uk](http://www.poundhillmedicalgroup.co.uk)

# What is in this leaflet?

This leaflet is about going to the doctor.

## What you can learn

You can learn about:



- how a doctor can help you



- when to visit the doctor



- how to get an appointment



- what happens when you go to the doctor



# How can the doctor help me?



The doctor can help you look after your health.

They can help you find out what the problem is and how to feel better.

## When do I go to the doctor?

You should go to the doctor when:



- you feel ill



- you have an Annual Health Check



- your doctor has said you need to see them



- you need a flu jab, blood test, or smear test



# How do I see the doctor?



You need an **appointment** to see the doctor.

An **appointment** is a time and day when you go to see the doctor.

## How do I get an appointment?



You can book an appointment at the doctor's surgery.

The doctor's surgery is where the doctors work. You can:



- call the doctor's surgery on 01293 540620



- visit the doctor's surgery



- for some appointments, you can book online with the NHS App





# Booking your appointment



If you call or visit the surgery, you will speak to a receptionist. The receptionist will book your appointment.

The receptionist might ask you:



- your name



- your birthday



- what time you want to see the doctor



- why you want to see the doctor.

The receptionist will tell you when your appointment is.



Ask them to write down the day and time so you can remember it.

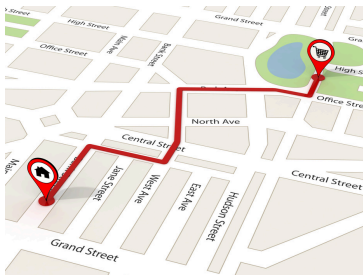


# What do I need to do before my appointment?



Find out when your appointment is.

Write it down or ask someone to tell you.



Find out where the doctors' surgery is.

Find out how to get to the doctors' surgery.



Ask someone to come with you if you want help or feel worried.



Remember the doctor is there to help you.



# What will happen at my appointment?



Go to the surgery.



Go to reception and say your name.



They will tell you to sit in the waiting room.



You might need to wait. You can bring something with you to stop you getting bored.



The doctor will call your name. They will take you to the right place.



# What the doctor will say



The doctor will ask about your health.



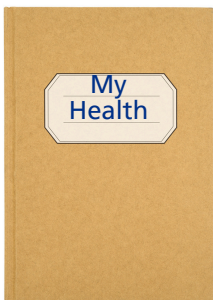
Tell the doctor if you don't understand.



Tell the doctor if you need more time.



You can ask the person with you to help you.



You can show the doctor your Health Book if you have one.





# What to tell the doctor



Do you have any pain?



What part of your body hurts?



Can you sleep?



Are you eating?



Have you been sick?



Are you going to the toilet normally?



When did you start to feel ill?



Are you upset about anything?



# What the doctor will do

The doctor will:



- tell you what they think the problem is



- tell you if you need medicine



- tell you if you need to see someone else

The doctor may do some tests. They might:



- listen to your chest



- take your temperature





- put something around your arm to check your blood pressure



- measure your height and weight



- check a part of your body that hurts.



When the doctor checks your body, you may have to take some of your clothes off.



If you are on your own, you can ask for someone to be with you.



# Questions you can ask

?



You could ask the doctor:

- What do I do now?
- When will I get better?
- Do I need to go to hospital?
- Do I need any medicine?
- Do I need to come back?
- Can you write it down for me?

## What will happen after my appointment?



The doctor will tell you what you need to do.





You may need to:



- get a new appointment



- have a test



- go to the chemist to get medicine



- see a different person



- get some rest



- go home because you are OK