

The background features a series of overlapping, semi-transparent green triangles and polygons that create a dynamic, geometric pattern. The colors range from a light lime green to a darker forest green. The pattern is concentrated on the right side of the image, with the text area on the left being a plain white background.

SAME DAY ACCESS & SELF- REFERRAL TO PHYSIO

WHAT IS SAME DAY ACCESS?

- ▶ We offer a service called Same Day Access which is a clinic we can book across different surgeries and patients are seen here at Hume Street.
- ▶ The process is nice and simple, patients phone the surgery and if it fits the criteria for the clinic, they can be booked in and seen by a doctor on the same day.
- ▶ The check-in process is again nice and simple, patient's check-in on the Aylmer Lodge side of the desk as they hold the appointment book.

WHAT CAN BE BOOKED INTO THE SDA CLINIC?

- ▶ We do have criteria to adhere to for the service. We are unable to book ongoing issues; the appointments are for acute on the day only. An example of this would include -
 - ▶ Chest infections
 - ▶ Tonsilitis
 - ▶ Conjunctivitis
 - ▶ Ear infections

HOW DOES THIS CLINIC HELP?

- ▶ This helps reception offer appointments on the day and takes the strain off the nurse practitioners.
- ▶ Not only does this benefit clinicians, but it also helps our team by increasing the number of available appointments we can offer.
- ▶ Patients have found this clinic extremely helpful and efficient, as it allows them to see a doctor on the same day.

SELF-REFERRAL TO PHYSIO: THE BENEFITS

- ▶ Faster access to care - Self-referral allows patients to book an appointment with a physiotherapist directly, without needing a GP first. This often means quicker access to treatment, which can lead to faster recovery.
- ▶ Reduces pressure on GP services - By enabling patients to refer themselves, GP appointments are freed up for other medical concerns.
- ▶ Empowers patients - Self referral supports patients in taking control of their health.
- ▶ Any patient over the age of 16 can be referred via reception, making the service accessible to a wide range of age groups.
- ▶ Like the Same Day Access clinic, patients check in at Aylmer Lodge for the first contact physiotherapists.

SELF-CHECK IN SCREEN

- ▶ We actively encourage patients to use the self check-in screen. While many patients are initially hesitant or unsure about the system, they're often surprised by how simple and user-friendly it is once shown how to use it. The more we can promote its use, the more it helps reduce queues at the reception desk and prevents delays, ensuring patients arrive on time for their appointments.
- ▶ We have a list above the self-check in screen with the clinician's name and what waiting area the patient will be called from.

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect. The shapes are layered, with some appearing more prominent than others, and they extend towards the corners of the frame.

ANY QUESTIONS?