

Lonsdale Medical Centre Appointment System 2017

Kent and Medway NHS

More routine and telephone GP appointments

From this January we are making a few changes to the way our appointment system works. This is largely to create more routine surgery and telephone appointments for GPs which will enable patients with complex or longer term health problems to be looked after by the same doctor during the course of their illness.

Urgent appointments every weekday with Julie, our Advanced Nurse Practitioner / Prescriber

Julie, our extremely experienced Advanced Nurse Practitioner will be available every week day to see patients with **urgent** problems who need to be seen 'on the day'. Julie is able to prescribe medication and also to refer to other health care professionals. There is always a GP to hand if she needs to seek further advice.

Julie is a very highly experienced and dedicated nurse. She has been with this practice for nearly 20 years. She obtained her nursing qualification from Barts Hospital in 1982. She subsequently took diplomas in chronic disease management and an Advanced Nurse Practitioner degree course which she passed with flying colours. She went on further to qualify as a nurse prescriber.



Why does the receptionist need to ask

what's wrong with me?



It is not a case of the receptionists being nosy!

Receptionists are members of the practice team and it has been agreed that they should ask patients 'why they need to be seen'.

They are trained to ask certain questions in order to ensure that you receive:

the most appropriate medical care
from the most appropriate health professional
at the most appropriate time.

Reception staff, like all members of the practice team are bound by rules of confidentiality.

New triage system for Receptionists to follow

So that our receptionists can help to make sure that you see the most appropriate person in the practice, they will need to ask you briefly about why you need to be seen.

Any information given by you is strictly confidential.

In the interests of openness, we are sharing our triage process with you in this newsletter so that you can understand how our receptionists are being asked to signpost patients.