

GP Routine Appointments & Urgent Care Service Explained



We recognise that it may sometimes be difficult for patients to understand how our appointment system works so we have put together a guide to the different types of GP appointments on offer and how you can access them.

Our appointment system has developed over time, with different types of appointments being introduced to address the needs of both clinicians & patients.

As a practice we are continually monitoring the appointment system and making adjustments (be it small tweaks or more significant changes) based on over/under use of particular types of appointments and also from comments/feedback received from patients through surveys.

Major changes to our systems will not only be discussed through the clinical team but also with our 'Patient Voice' group as we know our patients experience of our systems may be very different to our expectations.

Did you know?

Bay Medical Group is one of the largest GP Practices in the county with just under 62,000 registered patients and we continually strive to meet the needs of all of you

When do your GPs work in Practice?

Some of our GPs work full time in practice whilst others work part time. We have included the following as an aid to help you plan your routine appointment:

	Monday	Tuesday	Wednesday	Thursday	Friday
<u>GP & Year of Qualification</u>					
Dr Muhammad Akhtar (2001)			FULL DAY	FULL DAY	FULL DAY
Dr Nick Chase (1991)	FULL DAY	FULL DAY		FULL DAY	MORNING ONLY
Dr Debbie Cave (1992)	FULL DAY	MORNING ONLY	FULL DAY		FULL DAY
Dr Andrew Craven (1987)	FULL DAY			FULL DAY	MORNING ONLY
Dr Mark Denver (1990)	FULL DAY	FULL DAY	FULL DAY		
Dr Alison Dodd (1991)	FULL DAY		FULL DAY	FULL DAY	
Dr Arianne Domingo (1998)	MORNING ONLY	FULL DAY	FULL DAY		
Dr Jane Duncan (1991)	FULL DAY	MORNING ONLY	FULL DAY		
Dr Andy Foster (2006)	FULL DAY	FULL DAY		MORNING ONLY	FULL DAY
Dr Iain Fraser (1987)		FULL DAY		FULL DAY	FULL DAY
Dr Alex Gaw (1985)	MORNING ONLY				MORNING ONLY
Dr Martin Gardiner (1996)	FULL DAY			FULL DAY	FULL DAY
Dr Rachel Gilbert (1995)	FULL DAY		MORNING ONLY	FULL DAY	
Dr Rebecca Heap (2004)		MORNING ONLY	FULL DAY		
Dr Jennifer Horrocks (2009)	FULL DAY	FULL DAY			
Dr Wesley Hutchinson (2007)					FULL DAY
Dr Dominic Ingram (1991)	FULL DAY	FULL DAY	FULL DAY	FULL DAY	
Dr Abdul Jalil (2001)			FULL DAY	FULL DAY	FULL DAY
Dr Sue Jones (2003)	FULL DAY	FULL DAY	FULL DAY	MORNING ONLY	
Dr Russell Kelton (2009)		FULL DAY	FULL DAY	MORNING ONLY	FULL DAY
Dr Andy Maddox (1991)	FULL DAY	MORNING ONLY	FULL DAY		
Dr Howard Moore (2001)	MORNING ONLY	FULL DAY		FULL DAY	FULL DAY
Dr Charlotte Murfin (2007)		FULL DAY	MORNING ONLY	FULL DAY	
Dr Morna Murgatroyd (1971)				FULL DAY	
Dr Harriet Peat (2009)	FULL DAY	MORNING ONLY		FULL DAY	
Dr Joanne Price (2010)		FULL DAY	FULL DAY		FULL DAY
Dr Khaled Rahme (2000)	FULL DAY			FULL DAY	FULL DAY
Dr Arun Selvamani (1999)			FULL DAY	FULL DAY	MORNING ONLY
Dr Kapila Shrestha	FULL DAY	FULL DAY			MORNING ONLY

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(Original Oct 15) Updated June 18 by S Butler

(1993)					
Dr Sivakumar Subbuchettier (2016)		FULL DAY	FULL DAY	AFTERNOON ONLY	FULL DAY
Dr Sarah Wicks (2006)	FULL DAY	FULL DAY	FULL DAY		
Dr Jon Wimborne (1988)	FULL DAY	FULL DAY		FULL DAY	FULL DAY
Dr Vicky Wooldridge (2000)		MORNING ONLY	FULL DAY		FULL DAY
Dr Irfan Zafar (2001)		FULL DAY	FULL DAY	FULL DAY	FULL DAY

As well as running their routine surgeries, our GPs also cover the urgent care service on a daily basis. They also run minor surgery & IUCD clinics, carry out home visiting sessions for our housebound patients, support & train medical students & trainee GPs within the practice. All of these things may reduce their routine availability throughout the week however we try our utmost to ensure that these things are equally rotated amongst the GPs to minimise the impact on individual routine availability.

Both patients and doctors value continuity of care. This is especially important if you have ongoing complex health problems. If this is the case please ensure that you try and request appointments with a GP who is familiar with your history. Other conditions may not be so long term but if you have already been seen by a particular doctor they will be best placed to review you if the problem has not resolved.

How are the Routine GP Surgeries made up?

Routine GP surgeries are made up of a variety of appointment types:

Routine appointments which are available to be pre-booked up to a maximum of 28 days in advance

A routine surgery also includes:

Telephone slot x 2 - these are ideal for ongoing reviews/discussion of blood results etc – the receptionists will be able to advise you if a telephone appointment would be appropriate for you

Urgent slot x 1 – this urgent slot will be used for a new onset urgent problem for a patient who is regularly seen under the care of a specific GP perhaps for a more complex condition

UC (Urgent Care) Team to fill x 2 – these slots are often booked by our Duty Clinician when they feel it is appropriate for a patient to see a specific GP within a few days based on clinical need

Home Visit Slot – Each GP running a morning/lunchtime surgery will have 1 home visit slot at the end of that surgery. These slots are for the housebound patients requiring a home visit from a GP and we hope that these slots will assist in providing continuity for our housebound patients.

How Can You Book a Routine GP Appointment?

Telephone or call into any site of Bay Medical Group if possible after **10am daily to allow for more urgent requests to be dealt with** and our receptionist will work with you to provide an appropriate appointment with an appropriate clinician within an timescale scale. Patients may also book routine GP appointments on line, please ask at reception or see our website for details of how to use our online booking system.

Extended Hrs GP Appointments

We have early morning surgeries running Monday – Friday & evening GP Routine Surgeries Monday - Thursday. These surgeries were originally introduced to provide better access for patients who work full

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time and may struggle to get into the practice routinely during the working day. We will usually have at least 1 early morning surgery daily (7.30am start) & 1 evening surgery daily (last appointment 7.30pm). The early morning & evening surgeries are rotated across 5 sites:

Monday – Heysham Primary Care Centre

Tuesday – West End Site

Wednesday – Morecambe Health Centre & Lancaster Meadowside

Thursday – Westgate Site

Friday – Morecambe Health Centre

(Our nursing team also run extended hrs surgeries)

Urgent (Acute) Care Service – Available from 8am Monday to Friday

Running alongside our routine service is our On the Day Urgent Care Service. The UC (Urgent Care) service has 3 main elements:

Urgent Face to Face Consultation

Home Visits for the housebound

Telephone Triage Service

When suffering from an acute sudden onset urgent condition, it is often difficult for patients to know if they actually need to be seen by a clinician or it may be more appropriate to have a prescription/advice or to see their own GP in a few days. In order to ensure you get the most appropriate treatment we have our Duty Clinicians (one of our Advanced Practitioners and one of our GPs) working alongside our reception telephone team throughout the day.

Why Do Our Receptionist Ask for Details of Your Symptoms?

Without information on your acute condition, it would be impossible for our receptionists to ensure you see/speak to the most appropriate clinician in the appropriate time-scale. Our receptionists follow a strict clinical protocol for the more common acute conditions and for more complex problems; they can refer to our Duty Clinicians. Your details may be passed to the Duty Clinicians for them to call you back to discuss your condition and they will treat you either with telephone advice, urgent appointment or a routine GP appointment.

Occasionally some patients may feel uncomfortable discussing their condition with the reception team, in these instances, please let the receptionist know of your concerns and they will transfer you across to a Duty Clinician (either directly or the clinician will telephone you back).

GP Home Visits

For our housebound patients, Bay Medical Group provides an acute home visiting service. This is made up of a multidisciplinary team of General Practitioners and Advanced Practitioners. This model of practice means that Doctors will work alongside professionals such as Advanced Paramedics, Advanced Nurse Practitioners and Clinical Pharmacists in order to respond to the needs of housebound patients within the community. All of the Advanced Practitioners working within the team have undertaken study beyond their initial professional qualification, in order to safely and effectively diagnose and manage conditions within primary care.

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If you require a home visits we ask that you contact the practice before 10am. If you are physically able to get to the surgery, that would always be the preferred option (in the time it takes for a GP to carry out a home visit, they could see 3 or 4 patients in practice). Afternoon visits would be for emergencies only.

Same Day Health Centre

As well as our “In Practice Urgent” appointments, you may also be able to access treatment at the Same Day Health Centre which is based within the Morecambe Health Centre Building. Our receptionist will advise you which conditions that service can deal with and we could make you an appointment with that service directly. The same Day Health Centre can also deal with minor injuries. It is a service that is accessible to all of Morecambe, not just patients of Bay Medial Group.

This document will be updated on a regular basis as changes occur with the appointment system – updated version will be available from the practice website or ask at reception for a copy