

Why is the doctor/nurse running late?

When the Doctor/Nurse runs late it can be very frustrating and Inconvenient for you and the staff have explained some of the reasons why this can happen sometimes. There is no one single answer. There can be lots of things that combine to make them run late and often they are not able to tell you why as they are required to maintain the confidentiality of the patients they are dealing with.

It is also difficult for them to predict as they can often catch up when we they have a few appointments with people who don't need the full 10 minutes. Below are a few of the more common reasons that they fall behind

1. Complexity or patients in distress
2. Multiple problems
3. Admissions to hospital
4. Interruptions from other Health Care Providers (Hospital, Community Services, Nursing Homes etc.)

Your patience and understanding is greatly appreciated by the team

Self Referral Services

The practices are able to offer a number of self referral pathways that have been developed locally by the clinical commissioning group. These include:

Podiatry

You will need to complete a self referral form available at reception. Criteria must be met i.e. you have conditions which increase your risk of a foot problem for referral to progress

Physiotherapy and Occupational Therapy Services

Tel: 0115 8838320

www.citycarephysio.org.uk

Psychological and Emotional Issues

If you are feeling stressed, anxious or low, there are a number of options available for dealing psychological problems. The packs are available at Reception to self refer

Sexual Health Clinics

There are a number of clinics across Nottingham City that you can self refer into; this information is available in the receptions but please ask a member of the team who will be able to help you

Beechdale Medical Group

Our Patient Group



Beechdale Surgery. Tel 9290754
Boulevard Medical Centre. Tel 9786557
Strelley Surgery. Tel 9299219
RHR Medical Centre. Tel 9797910



Why appointments are triaged for the first hour by the clinical team

You may be familiar with the system that has been adopted across the group of triaging all calls for the first hour of the day. The teams are trying to meet the demand that a growing population has had on their appointment system; they have seen an increase of around 700 patients in the last year.

The GP's and Advanced Care Practitioners offer the telephone service to deal with patients quickly who feel that their problem can't wait for a planned appointment; It is intended to help you if you have an urgent medical issue that can't wait. It also enables them to book you in with the most appropriate member of the clinical team if you need to be seen. They still see patients not attending appointments after being triaged; **please let the surgery know so that they can offer it to someone else**

About Our Patient Group

Dear Patient,

Beechdale Medical Group would like to know how they can improve their services and shape the delivery of care for the future.

To assist them with this, we have '*Our Patient Group*' so that you can have your views represented. We as the members of the group, meet regularly with the team to discuss service provision and ask questions such as what we think about the opening times or the quality of the care etc.

We welcome new members to our group who are willing to meet up and help us to work with the team to develop a service fit for the future NHS

It is imperative that we work as a partnership to not only have our say but to influence the long-term plan for health services in our locality.

Do please get in touch with us if you are interested in joining. This can be done by speaking to one of the Practice Managers who will liaise with the Chairperson of our group

Using Over the Counter Medication

Not all conditions need to be treated by the Doctor. There are many **OTC medicines** that are available to buy in a pharmacy or supermarket. Look up your nearest pharmacy in the first instance. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns. If your symptoms suggest there is something more serious, they'll ensure you get the care you need

From November 2018, over the counter medicines will no longer be available on prescription for minor illnesses. The restrictions do not affect prescribing of over the counter medicines for longer-term or more complex conditions

Gluten Free Products

The Greater Nottingham Clinical Commissioning Partnership (GNCCP) which is responsible for the funding of local health services has reluctantly made the decision to stop funding the prescribing of gluten free food for people living with coeliac

