

# How Do I Get an Appointment?



This leaflet is a simple guide to contacting your surgery and getting an appointment.

*This leaflet is one of the projects by the **Bicester Health Centre PPG** to help the practice and patients.*

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[bicesterhc.co.uk](http://bicesterhc.co.uk)

Bicester Health Centre clinicians are a team. A GP may not be the best person to help you.

Other clinical staff may see or speak to about your health or medications.

This Includes:

- Advanced Nurse Practitioners
- Clinical Pharmacist
- Dispensers
- First Contact Physiotherapist
- Health Care Assistants
- Primary Care Paramedic
- Pharmacy Technician
- Physician Assistants
- Practice Nurses
- Wellbeing Worker
- Children and Young Persons Wellbeing Worker

More information at [bicesterhc.co.uk](http://bicesterhc.co.uk)

## Ordering Repeat Prescriptions

If you are requesting a prescription, please do so via the following options, in order of preference:

- 1) NHS mobile App
- 2) Through your nominated pharmacy
- 3) Paper request through our letter box including your name, date of birth, address and details of medication requested.

## Contacting the Surgery

By e-Consult on the Website



Find the eConsult link on the home screen of the practice website.

[bicesterhc.co.uk](http://bicesterhc.co.uk)

By e-Consult on the NHS App



If you have this App on your mobile device, find the link to the e-Consult on the “Services” page.

Additionally, the NHS App allows you to make Baby Clinic, blood or smear test appointments directly. Find this on the “Services” page underneath the e-consult link.

**Using e-Consult** allows you to get clinical or administrative support for medical problems and sick notes. It is a quick and easy way to contact the surgery for routine issues **ONLY** between 8:00am and 6:30 pm on a weekday. For **URGENT** issues please call the surgery by telephone 01869 249333. If you submit your e-Consult before noon, you will get a response the same day, normally by phone and usually by 6 p.m.

Please do not use eConsult for repeat prescription requests. (See “Ordering Repeat Prescriptions” earlier in this leaflet).

All eConsults - and phone calls - are screened by the Triage GP to ensure you are placed in the best appointment for you. This could be a phone call, face to face appointment, or an appointment with one of our many clinical staff.

Providing as much information as possible on the e-Consult will allow our Triage GP to put you in the most appropriate appointment.

### By Telephone 01869 249333

The Patient Coordinator will ask you the reason for the call and possibly some more specific questions. Please do not feel offended if they ask you for details. Your information is treated in confidence by everyone at Bicester Health Centre.

We take urgent calls at any time up to 6:30pm.

We ask that if you are calling about an ongoing issue or your problem is not urgent, you call us **before midday**. This allows us to ensure there is enough clinical time at the end of the day for emergencies.

Providing information to the Patient Coordinator will help our Triage GP make sure you are given the most appropriate appointment.

Let the Patient Coordinator know if you have a preferred clinician, or a time that is better for your call-back. Please be aware that it may not always be possible to accommodate this.

### At your Appointment: Tell your clinician your Ideas, Concerns and Expectations (ICE).

**Ideas:** What do you think the illness could be? Are you worried about cancer?

**Concerns:** What worries you about this problem or how it will affect your life?

**Expectations:** What were you hoping the clinician could do for you (reassure, tests, treatment, or referral)?

**If you may need to be examined, please dress sensibly.**

Loose trousers to show your knee or slip-on shoes if you’ll need to take them off.

### Work in partnership to help your clinician to help you.

Try asking “What can I do to help myself?”

**Many simple problems** can be dealt with by the local chemist, e.g. warts, athlete’s foot, head lice, threadworms and minor illnesses such as coughs and colds.

### Cancelling your Appointment:

Please cancel as soon as you know you are unable to come to your appointment. This can be done on the Home page of the NHS App, or, if necessary, by phone.

## The NHS App



Download the NHS App to your device:

\*order repeat prescriptions,

\*view your health record

\*contact the Health Centre.

If you would like help with loading, logging in to and using the App, come to the Digital Café at Bicester Health Centre on the 1<sup>st</sup> Friday of the month 2pm-4pm. No appointment necessary.

## Join our Patient Participation Group (PPG)

Have a voice in the development of your practice. Sign up on the practice website [bicesterhc.co.uk](http://bicesterhc.co.uk) via the “Patient Participation Group” link at the bottom of the home page, or email us directly at: [BHC.PPG.F2F@gmail.com](mailto:BHC.PPG.F2F@gmail.com)



This is a BHC PPG patient information leaflet

### Not Happy with Your Care?

Clinicians are people too. We are also patients. We don’t always get it right. We do our best under pressure, but sometimes things do, and will, get missed. So, please come back and tell us your worries and work with us to make things right for you, or to help us learn how to do better next time.