

Hollywood Road Surgery



Practice Newsletter Spring 2013

Access to Medical Services

Patients are reminded that unplanned attendance at Hospital should be in the case of ACCIDENTS & EMERGENCIES ONLY

and the Out of Hours Service is available for URGENT medical care ONLY.

Hollywood Road Surgery offers patients a range of appointment slots. Doctors' appointments are normally booked at **10 minute** intervals and generally allow for discussion of **ONE problem**.

Routine Medical Appointments. All consultations in surgeries are by appointment only. Please note appointments for medical reasons will be given priority over those for Disability Living Allowance, insurance reports and other non-NHS requests. It is important you let reception staff know if you are attending for something other than medical treatment or advice, so that the Doctors may be prepared by having notes, or other relevant information, to hand.

48 Hour Access (Doctors & Nurses). 48 Hour Access appointments are available each day. These appointments are to cater for the on-set of medical conditions that are not an emergency but require medical treatment. These appointments may be with an **un-named** Doctor – it is not possible to specify which Doctor you want to see. Appointments are released 48 hours (2 working days) in advance and are booked on a 'first come, first served' basis (i.e. Appointments for Thursday are released @ 8.30am on Tuesday).

Emergency Appointments. Emergency Appointments are available every day with an **un-named** Doctor. An emergency is the on-set, or exacerbation, of symptoms in the last 24 hours necessitating **immediate medical treatment**. Please advise Receptionists accordingly. Medical emergencies will be seen by a Doctor as soon as possible on the day. Emergencies include, but are not limited to, the following: Acute asthma attack; Acute mental health problem; Serious injury; Serious infection; Emergency contraception.

Home Visits. Should you require a home visit please contact the practice **before 10am**. Receptionists will take a detailed message which is passed to a Doctor. Patients should be aware that **Receptionists cannot approve or organise home visits**. Doctors may contact patients by telephone and will then determine if a home visit is required.

Upcoming holidays:

Please note the practice will be closed on:

Monday 18 March, Monday 1 April, Tuesday 2 April, Monday 6 May, Monday 27 May

Please ensure you have ordered and collected any necessary prescriptions to cover this period.