APPOINTMENT TYPE

|  |  |
| --- | --- |
| * Pregnancy related problems * Palliative care patients * Complex patients (multiple problems) * Young children: <6months * Known mental health and/or drug issues * Review of ongoing problem/chronic illness * Gynaecological problems * Safeguarding issues notified by a third-party (letters, school, health visitor, community nurses) * Developmental or Behavioural issues in children | GP |
| * Minor illnesses – see individual ACP’s checklist * Musculoskeletal problems - see individual ACP’s checklist * Other agreed clinical conditions | Advanced Clinical Practitioner |
| * Long Term Condition reviews – see PN checklist * Stockings related issues | Practice Nurse |
| * Simple wound issues/suture removal * Dressings * Bloods | Healthcare Assistant |
| * Long Term Condition reviews – see Pharmacist checklist * Medication reviews * Medication related problems such as side effects | Pharmacist |
| * Review of ongoing problem - check if ok with patient first * Simple skin issues- provided they can also send in photos * Certain Long-Term Conditions and Medication reviews provided that relevant tests have already been done (blood tests, urine, ECG, BPs etc) * Requests for letters | Telephone/Video Call |
| * Fit note requests * Re-writing of community drug charts * Medication requests * Miscellaneous - vaccination queries, existing referral queries etc | Task |
| * Acutely unwell patients who cannot come into the surgery - bed bound patients, palliative care patients etc | Home Visit |
| * Anyone who feels unwell or has a minor illness or an injury – see BLUE RED, AMBER, lists for more guidance | Same Day |
| * Accurx triage will determine if patient if needs same day, same week, or routine appointment * Accurx triage will determine if patient if it can be sorted by signposting to community services, a telephone appointment, video call, or needs a F2F appointment * For non-urgent problems advise patient to fill in an online Accurx consultation * Inform patient about phoning us or 111 if becomes more unwell whilst awaiting their appointment | |

\*If in doubt- speak to your duty doctor/team\*