APPOINTMENT TYPE

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