

Online appointment booking guidance

Who to book with	Appointment reason	Time needed (mins)
Nurse	B12 injection	10
Nurse	Chronic Disease Monitoring	20
Nurse	Coil fitting pre-assessment <i>You cannot have a coil fitting without a prior consultation.</i>	20
Nurse	Contraception (new)	20
Nurse	Contraception (pill repeat)	10
Nurse	Ear Syringe 1 ear	10
Nurse	Ear Syringe ear	20
Nurse	Dressings	20
Nurse	Home Blood Pressure Monitoring	10
Nurse	Sexual health	20
Nurse	Smear	20
Nurse	Suture removal (1-4)	10
Nurse	Suture removal (5+)	20
Nurse	Travel vaccinations initial appointment <i>At least 6 weeks before travel</i> <i>Return travel questionnaire before appointment see http://www.parkviewsurgery.org.uk/info.aspx?p=12</i>	20
Nurse	Travel vaccinations 2nd appointment <i>2 weeks before travel</i> <i>Some vaccines incur a charge which must be paid at the start of the course.</i>	10

HCA	Blood Pressure Checks	10
HCA	Blood test	10
HCA	Bloods & Blood pressure 20	20
HCA	Bloods & ECG	20
HCA	Diabetic review pre-assessment <i>You must see a HCA prior to your diabetic review with a to measure your bloods, BP, height, weight and foot pulse.</i>	20
HCA	INR	10
HCA	Memory Assessment	20

You may be asked to rebook if you have booked insufficient time, or with an inappropriate clinician (e.g. a HCA appointment with a nurse)

Chaperones

If you would like a chaperone present at your appointment book with a receptionist so they can make the necessary arrangements for you. Alternatively, you may bring along a friend or relative to your appointment if you want to book online.

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IMPORTANT - Booking appropriately

- When booking appointment online please be aware of the appointment durations given below. **You will need to book 2 adjacent appointments for reasons which require 20 minutes.**
 - Please ensure you are booking with the appropriate clinician for your appointment reason.
 - Please only book appointments for the reasons listed below online, if you cannot see your reason listed please speak to a receptionist.
 - If you are unsure how long your appointment should be or who you need to see please speak to a receptionist.
 - **IMPORTANT** - When booking online it is **your responsibility** to book the **correct amount of time** with the **correct clinician**. Do not book with a
 - HCA if not requested to do so by another clinician.
 - **You may be asked to rebook if you have booked insufficient time, or with an inappropriate clinician or a phone consultation for something that needs to be seen.**
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GP

Please book 20 minutes if you want to discuss **two problems** or any of the following:

Anxiety/ Depression	Change in bowel	Unexplained Weight
Abdominal Pain	habit	Loss
Blood in Stool	Dizziness	

Simple queries and some medication reviews can be undertaken over the phone. Problems with chests, ears, temperature and rashes need to be seen and are unsuitable for telephone consultation.

Practice Nurse (*Laura Ruxton & Shirley Hodgson*)

Practice nurses have a complex and varied workload with appointments varying from a few minutes to half an hour. Due to the limitations of online appointment system only their 10 and 20 minute appointments can be booked online. If booking for any reason other than those listed please overleaf please speak to a receptionist.

Health Care Assistant (HCA) (*Patricia Coldwell & Debbie Pope*)

HCA's complete the tests listed below as requested by your GP. They are clinically trained and have their own clinics freeing up the s for more involved consultations. HCA appointments are under the *Bloods* section. **Please only book appointments for tests that have been requested following a consultation with your GP.**

Child Immunisation

Appointments are 15 minutes, however if booking your child's very first immunisations you will need 2 adjacent appointments (30 mins) to allow time for the extra paperwork.

Medicines Optimisation

You can book appointments with the medicines optimisation pharmacist if requested by a clinician, the appointments are 15 minutes