

RICHMOND SURGERY

FROM 1ST MAY 2019 – CHANGES TO OUR AVAILABLE ONLINE APPOINTMENTS

We regularly review systems to improve and enhance where possible. Available appointments to book online will therefore be changing from the 1st May 2019. There are additions and removals. Please do read the following carefully to ensure that you DO NOT BOOK an appointment incorrectly as this will be cancelled and it will be your responsibility to re-book appropriately.

Continuing – The Minor Illness Clinic for 5 Years + ONLY

The appointments are 10 minutes, for patients aged 5 years and up and are **NOT** for routine nursing i.e. blood tests, injections, travel, repeat prescriptions, or any aspect of women's health such as contraception, smears, problems with periods etc.

More appointments will be released for booking online, available 48 hours in advance. The reason we offer 48 hours in advance is that these appointments are for minor illnesses that have not responded to self-help or over the counter treatments:

Persistent Coughs/colds and infections
Persistent Sore throats/Persistent Eye Infection/Conjunctivitis
Earache (not ear syringing)
Diarrhoea/Vomiting/Stomach upsets
Minor cuts & sprains not requiring xray

Please ensure your appt is appropriate for the M.I.Clinic. If it is not, it will be cancelled or you will have a wasted journey and it will be your responsibility to re-book with the correct practitioner.

NEW – GP Telephone Triage Consultation on the Day

When all the face 2 face on the day emergency appointments have been booked, we offer the above to ensure you still have access to medical care. We will be releasing a proportion of these GP telephone triage consultations on line for you to book. We ask that you add a brief reason for your telephone triage request and provide a telephone number that you can be contacted on at any time.

NOTE: These appointments are NOT TIME SPECIFIC. You will see a time listed. This is purely for system booking purposes and not your call back time. Our GPs will try to call you at the earliest opportunity.

You can still book on line appointments with your Registered GP up to 6 weeks in advance however like many other surgeries, we will no longer offer the emergency on the day face 2 face GP appointments online. Replacing this will be the Telephone Triage Consultation in the first instance. Following this call, if your GP needs to see you they will arrange an appt time directly with you.

NEW – PHLEBOTOMY CLINIC (Blood tests) 18 Years + ONLY

If your GP has asked that you arrange a blood test, you will now be able to book an appointment online with our phlebotomist. They are not available without prior agreement or request from your GP therefore please do not book just because you want something checked! The test will not be performed as your request needs to be approved by your GP first. When booking your appointment, please ensure you add the reason for your BT i.e. thyroid, PSA, diabetic check etc. This will help our phlebotomist prepare your paperwork in advance of your appt.

NEW – Specialist Orthopaedic Practitioner for Muscular & Joint Pain 18 Years + ONLY

This service has been offered by us since Nov 2017. It has been extremely successful and we will be releasing the appt on line. If you have muscular/ joint pain or an injury, you can book an appt directly with our in-house Specialist Orthopaedic Practitioner avoiding the need to see your GP first to facilitate the assessment referral. When booking, please add details as to the related problem.