

Confidentiality

Any information you give to our staff is treated in the strictest confidence as they are bound by the same rules of confidentiality as the Doctors and Nurses.

If at any time you would prefer NOT to disclose information to staff, this will be respected and an appointment will simply be made for you.

GP Telephone Consultations

You may find that when needing medical help or advice you generally ask for an appointment with the Doctor in the first instance - but did you know that you are able to request a telephone consultation with the Doctor instead?

Telephone consultations are a good alternative to seeing the Doctor especially for those with transport difficulties, are in work, have dependants or for those with a physical or psychological disability that makes trips to the Surgery difficult.

Avoid the inconvenience and costs associated with a trip to the Surgery and book a telephone consultation instead!



When you feel poorly sometimes there is no place like home!

Preparing for your appointment

Before your appointment with the Nurse or Doctor it would be helpful if you could write down your symptoms including when they started and what makes them better or worse and it is important that during your appointment please do not be afraid to ask if you do not understand.

Here are some simple questions you can ask your Doctor or Nurse to help you with your on-going recovery or care:

1. ***How long might my symptoms last?***
2. ***What should I look out for?***
3. ***What can I do to help myself?***
4. ***What can I do to prevent problems in future?***

For more information on self care and how to get the most out of your appointment please go to www.selfcareforum.org



THE BRADFORD ON AVON & MELKSHAM
HEALTH PARTNERSHIP

Appointments System

Why does the Receptionist ask me for 'some idea of the problem'?



Appointments Line
01225 865200

8.30am-5.30pm
Monday-Friday

Before contacting the Surgery

The Doctors have created a 'Help us to Help You' Home Treatment Guide which provides a wealth of useful medicines and dressings, with a description of their uses which are worth stocking at home in readiness for minor illnesses.

Basic first aid advice is also provided to help manage common ailments such as back pain, coughs, cystitis, stomach ache, sinusitis, earache and many more.

Pick your copy up today!

Helpful Resources

The Doctors have provided the appointment staff with a collection of factsheets to help patients with common symptoms experienced. These include:

- Acne (spots)
- Acute sinusitis (Adults)
- Common cold (Adults)
- Constipation
- Cough (Adults)
- Eczema
- Fever in Children
- Headache
- Heartburn & Indigestion
- Low back pain
- Middle ear infection
- Sore throat
- Sprains & strains
- Urine symptoms in men

Ask the Receptionist for one today or visit the Practice website to download them <http://www.boamhp.co.uk/info.aspx?p=14>

Why does the Receptionist ask me for 'some idea of the problem'?

To enable the appointment staff to offer you the **MOST APPROPRIATE** appointment, the Doctors have provided them with additional, regular training in order for them to have the skills to guide you with your appointment request.

The Doctors have asked the staff to ask you for 'some idea of the problem', prior to booking an appointment because:

- Help you straight away if appropriate from another member of the Practice Team, for example, a referral query could be answered by the Practice Secretaries or a sickness certificate may be processed by the Patient Liaison Team
- Allow the Clinician to look ahead at their appointment list so they can prepare, for example, if they need to retrieve your paper medical notes
- Ascertain if you need a blood test or another procedure done prior to your appointment with the Doctor, for example, if you are due an annual review for your Hypertension and may need to see the Nurse first
- Save you time and trouble by offering a telephone consultation with the Doctor instead if no examination is needed
- Ensure continuity of care so that you are booked in with the Clinician you saw last time

- Ensure you are seen sooner by an appropriate Health Professional for straight forward conditions leaving more time for the Doctor to address the more complex needs
- Establish if you have a number of things to discuss with the Doctor and therefore may need a routine double appointment (20 minutes)

Help us to Help You!

To get the best out of the appointment booking process, please could we ask you to think about the answers to the following questions before you telephone the appointments team:

1. ONSET

When did the symptoms start?

Is this a new problem?

Have you seen anyone at the Surgery for this before?

2. LOCATION

Where does it hurt?

Can you provide brief details of the symptoms?

3. DURATION

How long do the symptoms last?

4. PRIVACY

If you would prefer not to share any information with the Receptionist, please let us know and it will be respected (see confidentiality overleaf).