

GETTING THE RIGHT APPOINTMENT OR HELP AT YORK MEDICAL GROUP AND LOCAL HEALTH SERVICES

We would like to help you get access to help in the most appropriate and timely way. At present there is significant pressure on GP services and appointments, as well as the wider NHS. The following outlines the range of options to consider in getting help with your health problems.



IF YOU OR SOMEONE YOU ARE WITH ARE EXPERIENCING ANY OF THE FOLLOWING RING **999**:

- **UNCONSCIOUS/ COLLAPSED**
- **STRUGGLING TO BREATHE**
- **SUSPECTED STROKE**
- **ANAPHYLACTIC REACTION**
- **CENTRAL CRUSHING CHEST PAIN/ SUSPECTED HEART ATTACK**
- **UNCONSCIOUS/UNRESPONSIVE/ BLUE ADULT OR CHILD.**



IF YOU NEED ADVICE ABOUT URGENT, BUT NON LIFE THREATENING CONDITIONS, TODAY CONSIDER:

- **NHS 111- by telephone or online/ app (Ask NHS).** Trained staff and nurses will give advice regarding urgent but non-life-threatening health conditions, treatment that may help, whether you need further assessment and by whom. (Many urgent problems will not need doctor assessment or treatment)
- **Your local pharmacy-** for advice about treatment of many minor illnesses, as well as discussion regarding your medication.
- **Self-care-** with advice on York Medical Group website and patient.co.uk.

APPOINTMENTS AVAILABLE AT YORK MEDICAL GROUP- All appointments need to be booked either by telephoning **01904 439100** or on-line. Our Patient Care Co-ordinators (receptionists) are trained in guiding you towards the best type of appointments for your needs. Please be aware the following appointments are available:



- **SAME DAY CLINIC** – face to face appointments for urgent problems requiring same day assessment with our Urgent Care Practitioners (including Advanced Care Practitioners, Prescribing Nurses, Paramedics and Physicians Associates). A GP is available for opinion if required.



- **SAME DAY TELEPHONE CALLS**- for same day urgent problems and queries that may be able to be dealt with on the telephone with a GP.



- **URGENT GP APPOINTMENTS**- for people with urgent needs who would benefit from seeing their usual doctor (eg complex and ongoing problems).



- **COMPLEX CARE GP APPOINTMENTS**-for people with more complex problems that the GP feels need to be seen fairly soon.



- **ROUTINE GP APPOINTMENTS**- for non-urgent problems, complex conditions and follow up of ongoing issues. It is very helpful to see the same doctor for ongoing health issues.



- **ROUTINE GP TELEPHONE APPOINTMENTS**- for non-urgent problems that can be dealt with on the telephone. These appointments are particularly helpful and convenient for dealing with ongoing follow up, and results of tests. It is important to book follow up appointments with the same doctor to discuss tests and further plans, even if it may mean waiting a few days longer.

EVENINGS & WEEKENDS

- **EVENING AND WEEKEND APPOINTMENTS**-we have a range of early morning, evening and weekend appointments. There are also evening and weekend Improved Access clinics, hosted by other surgeries for all patients in York, and you can book into these through our Patient Care Coordinators.



- **NURSE APPOINTMENTS**- for a wide range of services including chronic disease reviews, contraceptive advice, smears, immunisations, dressings.



- **HEALTH CARE ASSISTANT APPOINTMENTS-** for chronic disease tests, bloods tests, ECGs, dressings



- **MINOR SURGERY APPOINTMENTS-** for removal of some skin lesions where there is clinical need- this would be arranged and advised at a normal GP appointment



- **LONG ACTING REVERSIBLE CONTRACEPTIVE CLINIC-** for the fitting of contraceptive coils and implants. You will need to discuss with a nurse or GP first (can be by routine telephone appointment), and be put on the waiting list.



- **COUNSELLING-** we have in house trainee counsellors available, who the GPs and nurses can refer to.



- **SOCIAL PRESCRIBING CLINICS-** including Ways to Wellness social prescriber (for people who may benefit from further advice or support in areas such as emotional and mental wellbeing, support healthy lifestyle, dementia or carers support) , Work Wellness Advisor, Reverend who offers emotional support, Alzheimer's Society clinic, Musical Connections music group, Be Independent falls support service, Citizen's Advice Bureau clinic. Please ask our Patient Care Coordinators for further information.
www.livewellyork.co.uk gives more information about health and social support available to residents of York.



- **FREE NHS HEALTH CHECKS AVAILABLE:**
www.yorwellbeing.org.uk to complete the online health check, or for more information call 01904 553377.

PLEASE REMEMBER THAT SEEING THE SAME DOCTOR AND THE CONTINUITY OF CARE THAT BRINGS IS VERY IMPORTANT FOR ONGOING AND COMPLEX CONDITIONS, AND WE WILL DO OUR BEST TO ACCOMMODATE THAT.

OTHER OPTIONS TO CONSIDER FOR HELP:



- **For musculoskeletal problems** such as back pain or other muscle and joint pains consider visiting the York Physio website section on 'Help with a new pain problem' which offers good advice and accepts self-referral for further assessment and treatment: www.yourphysio.org.uk



- **Eye conditions**-many acute eye conditions such as red eye and flashes/floaters can be dealt with by participating NHS Urgent Eye Care Opticians- please ask your local optician or our Patient Care Coordinators for further information.



- **Mental health problems**- we have information and links on our website regarding how to look after your mental health, including links to services available in York for support. You can self-refer to the NHS Improved Access to Psychological Therapies service by calling 01904 556840. If you feel your problems are more severe, or may require medical treatment, then please do book a GP appointment.



- **Sexual health**- consider Yorsexual Health Clinic 01904 721111