

What do I do if I have a minor illness or infection?

Our nursing team offers same day appointments. These are book on the day only and are released at 8am each morning. We have nurse practitioners who can offer prescriptions and there is always a duty GP supporting our nursing team.

What happens if I come to the surgery and need to be seen as a medical emergency?

If you need to be seen as a medical emergency, you will be seen by our duty nurse, who will ask the duty doctor for assistance should it prove necessary.

If your problem is urgent but does not constitute a medical emergency, you may be added to the duty doctor's telephone triage list. The GP will triage the reason the appointment has been requested and then make contact with you to book an appointment or ask reception to do so on their behalf. However, please be aware that there is a finite number of slots available on the duty doctor's telephone triage list and once it is fully booked, patients will be signposted to the walk-in centre or A&E as appropriate.

The Mayflower Medical Centre's treatment service provides consultations, advice and treatment for minor illnesses, including:

- Minor infections
- Rashes
- Ear ache
- Suspected chest or throat infections
- Emergency contraception
- Chest pain
- Asthma/breathlessness
- Urine infections
- Constipation

This list is not exhaustive. Feel free to ask at reception if you are unsure.

Please continue to book appointments for the following:

- **Blood tests**
- **Baby immunisations**
(Baby clinic only)
- **Injections**
- **Blood pressure check**
- **Cervical smears**
- **Contraception (repeat)**
- **Medication reviews**
- **COPD reviews**
- **Asthma reviews**
- **Diabetes reviews**
- **Warfarin checks**
- **Wound dressings**
- **Chronic disease management**



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Appointment System



Mayflower Medical Centre – Appointment System

The Mayflower Medical Centre aims to provide good access and continuity of care for all of our patients. It is a continual struggle to run an appointment system that will suit the majority of our patients, but we are always seeking new ways to help us strike a fair balance.

On average, 2,700 GP appointments per year are wasted through patients not attending their requested appointments. To meet the ever increasing demand and ensure we use our clinicians as efficiently and effectively as possible, we operate a hybrid appointment system that utilises the following:

- Routine GP appointments that can be booked in advance with reception
- GP telephone triage slots
- GP appointments that can only be booked by the GP after telephone triage
- Book on the day only nurse appointments
- Routine nurse appointments that can be booked in advance with reception

If there are no GP appointments remaining on the day you wish to be seen and you feel you cannot wait until the next one is available, you may be offered a telephone triage slot:

- The receptionist will take your name, up to date telephone number and a brief idea of why you need an appointment
- You will be advised of the date the call back has been booked for if there were no slots available for the same day
- Your GP will then call you for an initial discussion of your problem and arrange an appointment if necessary

As always, if you think you are suffering from life threatening conditions such as a heart attack or stroke, your first action must be to [dial 999](#) rather than your GP.

FAQ – Telephone Triage

How soon can I expect a call back?

We always aim for it to be on the same day or the day you request. If this is not possible, the receptionist will tell you the next available date. We are not able to offer guaranteed timeslots for call backs, but our receptionists will be happy to take note of any time preference you may have.

What happens if I miss the GP's telephone call?

If you know that your GP will be calling you back, we do ask you to make sure you are available. They will only try twice and will not leave a message on your answer phone unless we have written consent to do so. Please also be aware that for confidentiality reasons, our number will show up as “withheld” or “unavailable”.

I don't have a telephone, what do I do?

If you cannot be contacted by telephone and are unable to wait for the next available routine appointment, please advise the receptionist. If your GP is available*, the receptionist will speak to them to ask that they arrange a time for you to come in.

I work in an open plan office – will I be able to text or email my query?

No. For confidentiality reasons, our GPs are unable to triage via text or email. However, if you can give the receptionist a time when you will be able to talk privately on the telephone, your GP will make every effort to call you back at that time. Unfortunately, we are not able to offer a guarantee.

I am hearing impaired – what happens to me?

Some of our patients with hearing difficulties come into the surgery to book their appointments in person. If you are unable to wait for the next available routine appointment, the receptionist will ask you to wait while she speaks to the GP*, who will then arrange a time for you to come in.

**Please note: If your GP is with another patient, you will have to wait until he/she is free before the receptionist will be able to talk to him/her. This does not mean you will have an appointment immediately, just that the GP will arrange a time for you to come back to be seen.*

FAQ – Appointments

Why should I have to tell the receptionist why I need the appointment? They're not medically trained and it's none of their business!

Our receptionists have been asked to gather a few brief details for two reasons; it enables our GPs to prioritise their calls and ensures you get booked in with a clinician who is qualified to address your problem. You have the right to decline, but this may mean you get booked in with the wrong clinician. Should this occur, you will be offered the next available appointment with the appropriate clinician but this may not be on the same day.

Why can't you make all your nurse appointments pre-bookable? Why do I have to call on the day?

Allowing all of our nurse appointments to be booked in advance would lead to waiting times of several months. It is only by reserving a number of appointments to be booked on the day that we can keep our waiting time as short as possible.

Do you offer appointments outside of working hours?

We offer pre-bookable routine nurse appointments between 6.30pm and 8.30pm Monday to Friday. Please note that these appointments are not available on a same day walk-in basis.

Can someone else book an appointment for me?

Yes, but we will need to take a few details as to why the appointment is needed so that we can book you in with the appropriate clinician. For confidentiality reasons, the GP cannot discuss your medical details with a third party unless we have your written permission to do so. If you would like to give permission for a third party to speak on your behalf, please write to us with the details.

What happens if I need a home visit?

For home visits requests, we ask that you ring the surgery before 10am. You will be added to a triage list, which will be reviewed by one of our clinicians. They will then contact you to arrange the best course of action. This may indeed be a home visit but if you are able to arrange transport, you may be seen more quickly at the surgery.