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Appointment Protocol

Receptionists will be required to ask the below information to be able to provide the best care:

- Patient Name
- DOB and/or Address (Brightlingsea or Alresford)
- Reason for the Call / Symptoms
- Best Contact Number

Appointment availability may vary depending on clinical resource.

1. Same day face to face appointments can be booked by presenting at the practice as near to 8.30am Monday to Friday (exc bank holidays). Patients are given the option of returning home after being given an estimated appointment time. Once these clinics reach capacity patients will be signposted to appropriate alternative services,
2. Same day telephone appointments can be booked online or by calling reception. Please note you may be asked to attend for a face to face appointment following a telephone consultation.
3. Pre-bookable telephone/face to face appointments afternoon routine appointments can be booked via telephone or online from 08:30 Monday to Friday (exc bank holidays). These appointments are released 2-4 weeks in advance depending on capacity and staffing levels.
4. Follow up appointments requested by the GP will be booked for you directly by the reception team in the next available appointment slot.
5. Extended Access appointments can only be booked via telephone for appointments at external hubs within the Colte Partnership. These appointments may be in evenings, weekends or on bank holidays.
6. Home visit requests can be made by telephone. These are only for patients who are housebound. We ask that requests are made before 11.00am.
7. Pharmacies are also available to help during their working hours. Pharmacists can help with a variety of symptoms including but not limited to: sickness/diarrhoea, bites/stings, ear ache, medication queries. NHS find a pharmacy - <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>.
8. 111 / 111 Online can help 24/7 to provide medical advice and assistance. You may then be referred back to your usual GP.
9. 999 / A&E is available 24/7 for medical emergencies.



Choose the right service for your needs

Self care	NHS 111 online	Pharmacy	GP (Doctor)	Walk in centres	ED and 999
Cough Cold Graze Small cut Sore throat	Unsure? Confused? Need help? Anxious?	Diarrhoea Runny nose Painful cough Rashes Earache	Asthma Arthritis Back pain Vomiting Stomach ache	Cuts Sprains Bruises Itchy rash Minor burns	Choking Severe bleeding Chest pain Blacking out Anaphylaxis

South Warwickshire NHS Foundation Trust