

# ST JAMES MEDICAL CENTRE



Practice and patients working together

## HOW TO GET THE BEST FROM OUR SERVICE

Lots of useful information at [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)



Don't speak English? Interpreter service is available to pre-book

- Consider alternative sources of advice for minor ailments
- Help us to help you manage your health care needs
- How to help you and us with appointment availability
- Save time and trouble when ordering repeat prescriptions

ONLINE – ONLINE – ONLINE - Sign up for our 'online' services

- Appointment booking
- Repeat prescription requests
- Change of contact details notification

## 1. Appointments

Before making an appointment with your doctor, please consider contacting

- NHS Direct, - Tel 0845 4647 - [www.nhsdirect.co.uk](http://www.nhsdirect.co.uk)
- Your local pharmacy – many pharmacists are trained to help with minor ailments and medication issues
- Our Medical Secretaries for help with forms, hospital appointments, medication queries

Three types of appointment:

- Advance booking routine – usually up to 2 months ahead
- Same day routine
- Same day for a single urgent problem – 5 minute slot

### Tips

- Why not register for online appointment booking?
- Our lines are very busy between 8.30am and 10am
- Can the doctor deal with your problem over the phone?
- See the doctor for problems as they arise
- Treat appointments as precious and always kindly let us know in advance if you can't attend

Routine appointments are booked at 10 minute intervals and times are approximate. Late running may occur due to complex or serious cases, medical emergencies and emergency home visits.

## 2. Repeat Prescriptions

Patients must allow 48 hours notice. We need this time to generate the prescription and enable the correct doctor to review your medication and sign the prescription. For your safety we will strictly enforce this timescale.

### **Tips**

- You can sign up for 'online' ordering of prescriptions – secure, quick and convenient
- Our repeat prescription telephone line is always very busy, so consider online ordering or use the right hand side of your prescription
- Order your items in good time and up to a week in advance
- Be organised if you are going away and ensure you have enough medicines to last
- Have your prescription sent to a local pharmacy and ready for collection

### **Avoid waste and understand your medicines**

- Please don't order supplies of medicines you don't use. Don't be afraid to tell your doctor, pharmacist or any other member of our team if you are not using medicines.
- If you are unsure about any aspects of your medicines, tell your pharmacist. Alternatively the practice can help you.

## 3. Home Visits

Please always try to come to the surgery if you can, where we are better equipped to care for you. If you are too unwell to attend the surgery, please try and contact us before 10am.

## 4. Test Results

We will contact you with any test results requiring further action. If you telephone us for test results please do so after 2pm.

## 5. Self help and Support Groups

There are many useful organisations that can provide you with advice, help and support. Some of these can be accessed from the 'links' section on our website [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)

**ALWAYS CONTACT US IF YOU ARE CONCERNED ABOUT YOUR  
HEALTH - Telephone 01823 285400**