

## Other Appointments

### Childhood Immunisations

BE WISE



IMMUNISE

Immunisation and Vaccination clinics are held on Tuesday Mornings. Appointments for childhood immunisations are sent from Bridge Park Plaza. If you are unable to attend the appointment you are allocated, please contact

the surgery to let us know and make a further appointment if necessary.

### Private Medical Examinations

Please arrange an appointment with reception. There is a fee for these services which can be found on our Surgery Website or for more information you can contact reception.

### Postnatal / 6 Week Check / 24 Hour Check

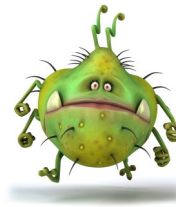
For any queries on your Postnatal or Baby's 24 / 6 Week check, please contact the surgery to book an appointment.

We may ask you to provide some information to pre-register your new baby onto our system for the initial appointment and you can then fully register baby by completing a purple registration document at the 6 week check.

**PLEASE NOTE: The 6 week baby check appointment is a 30minute appointment—20**

### Flu Clinics

Flu clinics are generally held throughout September and November each year for those at risk. If you are a registered carer for another person, let a member of our reception team know and you may be eligible for a free Flu



Vaccination

### Out of Hours

If you need a doctor and the surgery is closed, or if you need information or advice, please call:

**111**

Or visit:

**[www.nhsdirect.uk](http://www.nhsdirect.uk)**



**Created on: 05.04.2017**

**Broomleys Surgery  
Broomleys Road  
Coalville  
LE67 4DE**



## Appointments Guide Leaflet

### **Surgery Opening Hours**

Monday - Friday 8:00am - 18:30pm

We are closed for lunch between 12:45pm - 13:30pm

Website: [www.broomleyssurgery.co.uk](http://www.broomleyssurgery.co.uk)

Email: [BroomleysSurgery.Patients@nhs.net](mailto:BroomleysSurgery.Patients@nhs.net)

NHS Choices Website: [www.nhs.uk](http://www.nhs.uk)

**NHS**

**NHS**

**Tel: 01530 832095**

**Fax: 01530 832616**

## Routine Appointments

Routine appointments can be booked through reception or via our website (please note that you will need to register for our online services).

You can pre-book appointments with GPs and Nurses up to 4 weeks in advance. GPs can offer you either face-to-face appointments or telephone consultations.

Face-to-face appointments are allocated a 10 minute time slot. If you think you will need longer than this please book more than one appointment.

## Telephone Consultations

Telephone Consultations known as Routine Ring backs are offered when a GP can deal with your problem over the phone, saving you a visit to the surgery. On the day call backs are only booked on the day the telephone consultation is needed/requested.

If you require a routine ring back that has been requested by the doctor or nurse then you will be booked into the next available routine telephone appointment.



## Home Visits



If you are unable to get to leave the house at all and have no means of attending an appointment at the surgery, then please try to phone before **10:30am** to request a home visit.

The Doctors will however expect, where possible, the patient to come to the surgery.

They usually do not visit children at home, but are very happy to fit them in their surgeries as an emergency where possible. The receptionist will ask you questions so that they can pass information to the Doctor or Nurse. The Doctor or Nurse may also telephone you first to discuss your needs and then decide whether or not a home visit is required.

**PLEASE NOTE: We will need to speak to the patient directly where possible**

## Cancelling an Appointment

If you cannot keep an appointment, please let reception know as soon as possible. If you are cancelling within 30 minutes of the appointment time please call us on 01530 832095. However, you are cancelling in advance you may put your cancellation in writing by emailing us on the Patients email which can be found on the front of this leaflet.

## Urinary Infections

If you suspect that you may have a Urinary Infection you don't always need to see a GP or a Nurse. Please ask at reception for a 'Urine Sample Form' and Sample Bottle and leave it at reception before **11.30am**. Your sample will be tested



that day in surgery and if antibiotics are required a prescription will be generated for you to collect. The GP or Nurse may call you regarding this and to discuss the results with you.

If there is any infection detected then the doctor will call you as you may need a course of antibiotics, however if you don't hear anything, you can call the surgery after **3pm** on the day for your results.

**PLEASE NOTE: Samples left at reception may also be sent off to the lab for further testing if required**

## Urgent Appointments

There is an On-Call Doctor available daily to offer advice over the telephone or see you if they feel that your problem is urgent for that day. You will be asked if it is a medical emergency for the same day and will be expected to take the next available appointment.



URINE SAMPLES	
1. NAME	
2. DATE OF BIRTH	
3. CONTACT NUMBER	
4. PLEASE TICK IF ANY OF THE FOLLOWING	
SYMPTOMS	
TEMPERATURE	
URGENCY	
BACK PAIN	
PAIN ON URINATING	
DO YOU FEEL UNWELL	
IS SAMPLE FROM CATHETER	
PLEASE BRING SURVEY AFTER 3PM FOR RESULTS	7/21