

## Urgent or Non-Urgent?

There is no precise list of what might be considered an urgent need. **If you feel you are unwell and need to see a GP or nurse soon, call the surgery and speak with a Patient Care Co-ordinator (PCC)**

The information you provide will be assessed by the PCC, and when necessary the duty GP, and you'll be given the most suitable appointment with the right healthcare professional within the correct timeframe.



*For more advice on urgent or non-urgent appointments, please see the next page.*

## Update from the Patient Participation Group (PPG): Working to Protect Our Patients' Interests

**As your Patient Participation Group, our priority is to ensure that the needs and wellbeing of our patients remain front and centre, especially in light of local developments and changes that may affect healthcare provision in our community.**

We are currently focusing on proposed housing developments in the area, which, while potentially increasing NHS funding through a rise in patient numbers, also present significant logistical challenges. **Our main concern is ensuring that the practice's facilities and premises are equipped to handle future demand.** It's essential that any increase in funding is matched by the space and resources needed to provide high-quality care.

We are also monitoring broader changes in local government structures, which may impact planning and the coordination between healthcare and other community services. These processes can be complex, and **we are committed to working with all relevant parties to represent patients effectively.**

Rest assured, protecting and improving local primary care services is high on our agenda. **We will continue to keep patients updated as this work progresses and as developments unfold.**

**Thank you for your support and engagement.  
The Patient Participation Group (PPG)**

Call from 8am for an  
URGENT/ On The Day Appointment

Practice website:  
[www.ashlea.nhs.uk](http://www.ashlea.nhs.uk)



Go online or call after 10am  
for Non-Urgent appointment

Linden House 01372 375666



Gilbert House 01372 276385

## Practice News

### Make Future Appointments Online

In line with the government's changes on 1<sup>st</sup> October, we now offer all day online access\* where you can request a routine appointment (currently booking approximately 4 weeks in advance) for any health condition as long as it is not an urgent/on the day need.

**For patient safety, please do not submit requests that require on the day attention or an appointment sooner than 4 weeks, as it can take up to 3 working days to read these submissions.**

Using the online forms where possible means that phone lines remain less busy for those patients needing urgent treatment and those that can not access our website.

[www.ashlea.nhs.uk](http://www.ashlea.nhs.uk)



We encourage all patients to use the online forms where possible, some of which can be accessed 24 hours a day 7 days a week\* by going onto the Ashlea Medical Practice website and choosing one of the boxes that best applies to your need, under 'Popular Services'

*\*please read the conditions for each form carefully*

## Cervical Screening

Cervical cancer is one of the most preventable cancers and screening plays a vital role in catching early signs before they become serious. We understand that some people may feel embarrassed or awkward but there is no need as our experienced nurses will do all they can to make you feel comfortable. We have some additional nursing capacity dedicated to this important health check so if you receive an invitation we would encourage you to book in.



## Flu Vaccination Update

2392 flu vaccinations have been administered by AMP over the months of October and November so far, helping to protect some of our most vulnerable patients from this nasty illness.

It's not too late to get yours if you are eligible.

Book in with us today 

## How do I decide whether I need an urgent or non-urgent appointment?

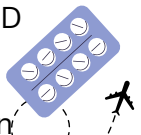
With the NHS and GP Practices around the UK asking us to take control of our own healthcare and advocate for ourselves, there is a need for us to ask more questions and make more decisions than ever.

**One of which is to decide whether we need an urgent or non-urgent appointment. Sometimes clinicians recognise a proposed non-urgent request as an urgent one because the patient isn't sure about the definition of 'routine'.**

Here are some examples (only) of **non-urgent/routine** needs for a GP or nurse appointment and include discussing blood test results, managing long-term conditions like diabetes or asthma, seeking advice on contraception or family planning, and getting a referral for a specialist. A request to be seen for any of these reasons can be submitted via the website using the online form.



- Routine and long-term care
- Discussing non-urgent blood test results
- Managing long-term conditions like asthma, diabetes, or COPD
- Seeking family planning advice or prescriptions for contraception
- Getting travel advice and vaccinations
- Minor ailments and specific services
- Back pain that is not severe



- Having blood pressure or other routine checks
- Advice for weight loss management
- Smoking cessation advice
- Results and referrals
- Referrals to a specialist or hospital
- Follow-up appointments for a previous consultation



**It can be tricky to know for the best -**

but there are certain criteria to keep in mind when requesting an appointment and therefore deciding whether to call the surgery before 10am in the morning, after 10am, to use one of the online forms or visit your pharmacy.

Below is a *guide*\* to help you decide.

It's very important to keep in mind that **if you are in any doubt whatsoever** as to whether your need is an urgent/on the day need or maybe not, then **always CALL the SURGERY** - they would rather you did.

**Most pharmacies can help you with seven common conditions without needing a GP appointment**

**Speak to your pharmacist if you suspect you have:**

- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)



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