

# Battersea Fields Practice

## Appointment types

Our receptionists are able to navigate you to the appropriate service- please help them to do so by giving the information that they ask for.

### GP appointments

- **Face to Face** – these are currently 15 minutes long. If you have a number of issues to discuss the GP may ask you to book a further appointment. Many of these are currently bookable online through the NHS app.
- **Extended hours appointments** – these are appointments between 6.30 and 8pm for GPs ( Monday to Thursday) and Nursing staff ( Monday and Tuesday). These are by prior appointment only and reception is closed for any other matters during this time.
- **Telephone appointments** – these are currently 10 minutes long. The GP may wish to see you and so will ask you to book a further appointment. Many of these are currently bookable online through the NHS app.
- **Video appointments.** These can be requested, or the GP may wish to arrange one if appropriate. Please discuss with reception.
- **Online consultations-** these can be arranged through the website.
- **GP Hub** – this is an additional service that has been arranged through the Primary care network to provide additional GP and Nursing appointments. They are held at The Junction and Queen Marys Roehampton. The Clinicians have full access to your GP notes, but are unable to make referrals or request investigations. If you need one of these after your appointment, the GP will contact the surgery to arrange this.
- **111** – This is an additional service and can be contacted by phone or online. Reception may direct you to this if appropriate.

### Nursing appointments

- These are usually face-2-face and are varying times according to the clinical problem. Cervical smear screening is bookable online, the remainder are only bookable by phone or website as they need to be triaged to assess the length of the consultation required.
- Telephone appointments – the nurses provide some nursing telephone appointments- please speak to reception
- Phlebotomy – we run phlebotomy clinics across both site. Please note that you must have agree the blood test with a clinician ( or received a text advising you to have a test) before booking with the phlebotomist, as blood tests are done according to clinical need only . we do not take blood tests after 3.30 due to laboratory collection times.

### Other Clinicians in the practice

- **Physicians Associates-** These are fully trained clinicians and provide on the day appointments, as well as some long-term condition management. They are able to manage many of the clinical problems seen by GPs and are fully supported by the GPs in the surgery.
- **First contact physios-** are in the practice 4 days a week and will see any type of musculoskeletal problem. You can book directly through the website or reception and you do

not need to see a GP before. If you need a referral or further investigations they are able to sort this.

- **Community Pharmacy Scheme-** reception may refer you to your local pharmacy if appropriate, for self-limiting illnesses such as coughs and colds, hay fever or ear problems. Ear syringing and some simple hearing tests can now be undertaken by the community pharmacists. This scheme is being extended by NHS England over 23-24.
- **Practice Pharmacists-** are able to provide care for long term conditions such as asthma, COPD, Diabetes and High blood pressure as well as medication reviews and answering your queries about your medication. Some of our practice pharmacists are independent prescribers. You can make an appointment directly with them through the website or reception.
- **Social Prescriber-** they are able to help with concerns that don't need a "green prescription" eg weight loss, improving your exercise, improving your mental health, as well as signposting you to other organisations that can help you with your finances, benefits, housing concerns, etc. You need to be referred by a GP for this service- your GP will be happy to discuss further
- **Health and Well Being Coach** – these members of the team will help you work on your goals towards improving your health through weight loss, increasing your exercise, which will help to improve your well being, improve your mental health and may reduce your need for medication if sustained. Please speak to your GP if you would like further information.
- **Community Health Workers-** this is a new and innovative post. Health workers will be visiting patient homes on the Doddington to help signpost to appropriate services to improve health. They will be supported by a GP in the practice.
- **Assistant Psychologist-** these are trained psychologists to support some patients while waiting for longer term treatment. Your GP will discuss if appropriate.