

Summary of the Appointment Changes at Ivy Grove

The changes start from October 2012

What we are doing to make things better

- Increasing the number of appointments
- Reducing the backlog with locums
- Employing more doctors
- Introducing telephone appointments
- Inviting patients for a medication/condition review only once a year

What we are asking you to do to help it work

- Choose a telephone appointment if you think it will be better for you
- Don't book a same day appointment if your problem is not really urgent
- Ring to cancel if you cannot come (missed appointments amount to two full weeks of appointments lost every year!)
- Request home visits only for those genuinely too sick and housebound and to ring before 10.30am for same day home visits
- Do not ring for a medication review if the date on your prescription has expired – we will invite you formally for a review at the correct time
- Do not ring for results of tests – we will let you know if they are abnormal
- Use our check-in service on the wall just inside the surgery building
- Seek advice from other services as appropriate to your condition (see below)

Other sources of medical help as appropriate to your condition (examples only)

- Back/joint/neck pain – Physio direct 01335 230079
- Dental pain, abscesses – see a dentist (ring NHS Direct if not registered)
- General health advice – NHS Direct 0845 4647
- Self-help and minor illness advice – ask your local chemist
- Minor injuries, accidents, falls, burns – Ripley Hospital Minor Injuries Unit
- Broken bones, sudden severe abdominal pain – Royal Derby Hospital A+E
- Acute chest pain, suspected stroke, unconscious – ring 999

Need more information?

- Read our latest newsletter *Ivy Grove News* (July 2012, issue 10.1)
- Visit our website <http://ivy.gs>