

PATIENT INFO – NAVIGATING OUR SERVICES



METHODS OF CONTACT



NON URGENT



- 1 Appointments
- 2 Medication & Prescriptions
- 3 General Enquiries
- 4 Withernsea Minor Injuries
- 5 Vaccination Line



APPOINTMENTS ONLY



24x7

- NHS App & Patient Access
- Make & Cancel **instantly**.
- Order prescriptions
- Symptom checker
- COVID pass

24x5

- Via Holderness Health website
- Sick Notes
- Self Care
- Medicine queries



MONDAY - FRIDAY
8AM to 6PM

URGENT/ NO DIGITAL ACCESS

Use option 1 for a call-back.

A call-back will **maintain your place in the queue**. When you reach position 2 the system will call you back at which point you should hold for the next available operator. If you do not receive a call-back within 3 hours please call again.

Calls are taken at all Holderness Health sites and may be answered by any surgery.

Brief description of why you are calling taken to ensure right care/right clinician.



Guidance for GP practices is to maintain social distancing.

Only visit our buildings if you have a face to face appointment with one of our clinicians or have something to physically drop off or collect.

Help keep our community safe!



APPOINTMENTS



Appointments up to 3 weeks in advance by

Instantly using NHS App or Patient Access.

By phone if you have no digital access



Telephone appointment with clinician. If problem cannot be dealt with via phone face to face appointment organised by clinician.



F2F Appointment (aim within 48 hours of telephone appointment)



Telephone appointments reserved for urgent problems and released each day

Call the surgery and wait in the queue or request a call back. Give brief description of the issue.

RIGHT CARE, RIGHT CLINICIAN

Holderness Health have a multi discipline team and your appointment will be with the most appropriate clinician to meet your needs.



- DOCTORS
ADVANCE CARE PRACTITIONERS
SPECIALITY NURSES
HEALTH CARE ASSISTANTS
PHARMACISTS
MUSCULO-SKELETAL SPECIALISTS
SOCIAL PRESCRIBERS
CARE CO-ORDINATORS

TIPS

Preferred clinician can be requested though flexibility can mean a quicker appointment is available.

An appointment may be available sooner at a different site. If you are able to travel this can lead to less wait times.

You do not need to call at 8am if your condition is not urgent.

Any patient able to use online services helps free resources to deal with patients who do not have online access.