

Who should I see at the practice?

There are a variety of Health Care professionals at the practice, GPs, Practice nurses, Doctors training to be GPs, Nurse practitioners, pharmacists, Mental health workers, physiotherapists...the list goes on.

If you aren't sure who is the best person to see, please speak to the receptionist. They (and all members of the practice team) are bound by the rules of patient confidentiality as the doctors and nurses

The Health Board has also provided training for staff in "signposting", so they may ask you some questions to help make sure that you have the most appropriate care from the most appropriate right health care professional at the most appropriate time

So I know who I need to see, how do I request a consultation in the surgery?

Surgeries operate different appointment systems. At Ely Bridge Surgery we have reviewed our system many times in the past, and is something we continue to keep under review. Some appointments will be available on My Health Online (MHOL), a website where you can order your repeat prescription, book or cancel an appointment. You will be required to register in order to access MHOL.

If you need to see a **nurse**, please talk to a receptionist either in person or on the phone. All Nurse consultations are by appointment only.

If you need to see a **Physiotherapist**, please tell the receptionist. They are able to book you an appointment with a First Contact Physiotherapist without you seeing the doctor first

If you need to see a **Counsellor or Mental Health Worker**, please see the GP first and they will refer you to the most appropriate service.

If you want to ask for help and advice from a **GP**, we use a system called eConsult

eConsult lets you consult with the GPs online by completing a quick form that is sent and reviewed by the practice. You can also be directed to self-help, pharmacy advice and local self-referral services.

Please go to our website www.elybridge.co.uk and follow the link. There is a blue banner at the top of the home page, with eConsult at the top, and "Get Started" in a red button a bit further down (at the bottom of the blue banner). Click on the "Get Started" button and it will guide you through the process.

If you complete the form it will come through to us. The surgery will get back to you by the end of the next working day after we receive it. Otherwise please give the practice a ring

If you feel that you have an urgent problem for the day then please ring us and let the receptionist know your symptoms and a contact number. The on call doctors will ring you back to discuss your urgent problem

Do you need to see a doctor today? You can now get FREE NHS ADVICE and FREE TREATMENT for a range of common ailments from our local community pharmacists without having to make an appointment with a GP

For any health professional not listed above, please ask the receptionist who will guide you on how to see them