

I don't get it – If in doubt ask

Sometimes we think we have explained something well but we haven't. Either we have forgotten to explain it, or we have used words that are unfamiliar to you and you did not understand what we were talking about.

Please do not be embarrassed, just let us know that you are still not quite sure, or if there is an area that you don't quite understand and we will be more than happy to explain again until it is clear to you. It saves lots of worry and misunderstanding. Likewise if you request a copy of the letter we send to the hospital (or they send to you), let us know if anything is inaccurate or not understood.

Medications are not magic and need managing

Medications are often useful and important. However medication can often have side effects or misunderstandings. There is NOT a tablet for every existing illness and sometimes other approaches work better.

We will try and go over the advantages and disadvantages of using a medication with you before you start taking it. Please ask if you are still confused or uncertain about anything. It is important that you let us know if you are taking other medications and alternative remedies or if you have stopped medication that we think you are taking. By keeping us up to date it helps us understand and prescribe more effectively.

This publication has been adapted from a leaflet provided by Collingwood Surgery



How to make the most of your time at Park Road Medical Practice

Our aim is to help patients make the most of the time they spend at the surgery and to make sure that they benefit from any attendances and communication they have with us as a Practice. We want to work with patients in order to avoid any misunderstandings which may arise.

Getting the right person or information

Choose the right person to see

There are many members of the Park Road team each with their own valuable skills and knowledge. If you are unsure who to see then you can discuss this with a member of the Reception staff who can help you decide which team member is most useful to talk to in each circumstance. The more information you give them, the better they can help you.

Medical Staff don't always know best!

Sometimes you don't need us at all, you just need the relevant information. Articles found on the web can be very useful however some can be misleading. We carry a lot of information in the form of leaflets and books.

Patient UK (www.patient.co.uk) is a very useful reference site. Don't forget to use NHS Direct 0845 46 47. The receptionists can often help to point you in the right direction.

Managing time well

Choosing types of appointments

There are various ways of seeking medical advice and help. We offer telephone consultations, rapid access and routine appointments.

Telephone appointments: you may feel it is more convenient to speak to a doctor/nurse via telephone. Such appointment can be arranged in a routine manner with your usual doctor/nurse, or if the problem is more pressing, arrangements can be made to speak to the doctor/nurse on call.

Routine appointments: these are the usual way of seeing a doctor/nurse and can be booked in advance. If you have a problem that needs ongoing care, need medication review or have a problem that you can wait a few days to discuss, these are the best appointments to use and are 12-15 minutes in length for the doctor and 10-20 minutes for the nurse. Please let the receptionist know which doctor/nurse you would like to see. Some doctors work part time and there may be a wait for the doctor of your choice.

Rapid Access appointments: these are shorter appointments aimed at assessing single or more urgent problems and can be arranged the same day if you contact the practice between 8.30am and 9.30am. These will be either with the doctor on call for the surgery or the practice nurse. At busy times, or if the doctor is called out you may have to wait to be seen.

Home Visits: these can be arranged after discussion with a doctor if they feel that you are too ill to travel to the surgery by car or taxi. If you think you need a visit please ring the receptionist before 9.30am and they will arrange for a doctor to speak to you

And **please let us know in advance** if you cannot make it or any other appointment.

Making the most of your consultation

Write it down

We welcome lists of what you want to say or sort out. This allows us to work with you to determine what is most important to deal with in the time available. If the list is long, we will decide together what issues may have to wait for another time or perhaps inform you whether someone else can help with any of the problems or questions on your list.

Sometimes it is hard to remember everything that is said in a consultation. The doctor/nurse may give you a leaflet or advise further sources of information, to encourage you to learn more about your problem and treatment.

Bringing someone with you

If you want to bring someone else with you (partner, friend, carer or advocate) into your appointment then please do. It is often helpful for us to meet and get the ideas and comments of other people who are important to you. However please remember it is one appointment for one patient, this is not an invitation for the other person to start saying "by the way doc, while I am here can you just examine my foot" etc.