

A Guide to Booking Appointments Online

At Wellington Medical Centre we have a large, multi-skilled clinical team who are here to help you. When booking an appointment online it is important that you have read through the guidelines on the next page to ensure that you select the correct appointment. If you have any questions about booking appointments online please send us a message through patient access or telephone the surgery. **Please note that online appointments are for routine matters only and must not be booked for anything urgent. If your problem is life threatening you must dial 999. If you are unsure on how urgent your condition is, please telephone the surgery and our Patient Services Advisors will be able to direct you to the appropriate service. Alternatively more guidance on this can be found on [NHS Choices](#).**

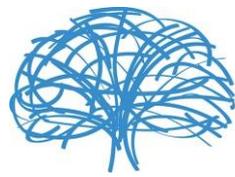
Our Patient Services Team has been trained to direct patients to the most appropriate clinician. **Please be aware a Patient Services Advisor may phone you after you have booked an appointment online** if we need more information about the reason for your appointment or if the appointment would be more appropriate with another clinician.

The practice now employs two Primary Care Practitioners (Paramedic trained), two Pharmacists and a Musculoskeletal Practitioner who work alongside our existing team of Doctors, Nurses and Health Care Assistants.



Appointments that can be booked online

Appointment Type	When is it appropriate to book this online?
Asthma Check	-If you have received a letter from the surgery advising you to book this.
Blood Test	-When you have been invited for a blood test either by telephone call or letter. - If a GP has advised that you need a blood test.
B12 Injections	-If you have B12 injections on a regular basis and are due to have another.
Depo Injection	-When you are due to have your contraceptive depo injection. If you are unsure when this is due please telephone the surgery before booking and we can check this for you.
Diabetic Check	-If you have received a letter from the surgery advising you to book this.
Dressing Change	-If you are having dressings changed by the nurses on a regular basis or have been advised by the hospital that you need your dressing changed.
GP Telephone Call (Routine)	-These are for routine matters or ongoing problems. They can also be used if your GP has asked you to arrange a follow up telephone consultation.
GP Appointment (Routine)	-These are for routine or ongoing matters that you need to see the GP about.
Pharmacist Telephone Call	-If you have a routine query regarding your medication. -If you have had a mild reaction to medication. -If you are having adverse side effects to medication.
Smear Test (Also known as Cervical Screening)	-If you have received a letter inviting you for cervical screening.
Warfarin Check	-If you have been advised by a Health Care Assistant or Practice Nurse to book this in.



Our Clinicians

General Practitioner

The GP acts as a coordinator for a patient's care and is very often the first point of contact for diagnosis. GPs retain overall responsibility for individual patient care within the surgery. They work very closely with the rest of the clinical team to ensure patients' are receiving the appropriate care and treatment, and review complex cases with them as needed.

Practice Pharmacist

Our Practice Pharmacists are trained experts in medicines; they undertake patient medication reviews and can deal with most queries relating to patients' use of drugs and all aspects of medicines management.

Primary Care Practitioner

Our Primary Care Practitioners (PCPs) are paramedic trained and work as part of our multidisciplinary team dealing with acute conditions. They deal with things such as possible infections and minor injuries.

Musculoskeletal Practitioner

Our Musculoskeletal Practitioner is trained as a Physiotherapist and has the clinical expertise to autonomously assess, diagnose and treat patients with a range of musculoskeletal conditions. He is an expert in treating bone, joint and muscle problems.

Practice Nurse

Practice Nurses are experienced nurses who care for a huge variety of patients. Their work includes dressings, removing stitches, ear syringing, immunisations (child and adult), cervical screening, diabetes, asthma and COPD reviews.

Health Care Assistant

Health Care Assistants have a number of skills and are trained to undertake a range of duties previously undertaken by nurses. These include: blood tests, taking ECG recordings, pre-clinic checks for diabetes and COPD, blood pressure recording, urine testing and flu injections.