Using On-Line Appointment Requesting

www.tudorlodgesurgery.nhs.uk

Step 1 - Log in or Register
It’s best to get a Registration letter from us, you can call the surgery and we can email it to you (provided we have your e-mail address). The website will state that you need to provide photo ID. This is not the case, the Reception Team can ask you some security questions to vouch for you if that is easier. The security has recently been raised because you can now access much more of your medical information on line, for example Test Results. The Patient Access application is shown here but there are other software applications available such as Evergreen Life and Dimec.
Step 2 - Once you have logged in, you will see this screen

- Click on ‘book an appointment’

Here you will find the different types of appointments you can book.
Step 3 - Click on ‘Request appointment online’

Select the very first slot you find in ‘Request Appointments’
It is important to select the first because you want to take the next available slot on the Patient Navigator’s call back list. (A little bit like taking your place in a queue)

Step 4 - Now enter the reason you would like to see a clinician here

We are sorry that there are only 36 characters you can use, unfortunately we can’t change this. Please make sure you state if URGENT so that we can prioritise you for a call back within 2 hours to arrange your appointment, otherwise you will receive a call back within 2 working days (for example if you need a follow up appointment in a few days/ a week or two or you need to book a medication review)

Step 5 – Wait for a call back from one of our Patient Navigators. Please remember :-
- If we don’t have an up to date phone number for you, this will be tricky!
- Our call will come through to you as ‘number withheld’
- We will try at least 3 times to contact you
We have produced several leaflets to help explain how to be seen by the right person:-

- Appointments System
- Who should I see? Including the role of Patient Navigators

We have a range of clinicians to help provide you with the best outcome for your problem:-

- **Advanced Nurse Practitioners** (also known as ANPs) nurses who can see minor illness and prescribe as necessary. Mandy and Wendy are both ‘ANPs’
- **Mental Health Nurse** – our Mental Health Nurse (Liz) sees our patients who have low mood, anxiety or depression
- **Older People’s Mental Health Nurse** – our older people’s mental health nurse sees people who are over 65 years old, especially those with memory problems or dementia. He is also able to visit patients at home and can signpost to the most appropriate support services. You can book an appointment on line if you have concerns about your memory.
- **Practice Nurses** – we have 3 practice nurses. Diabetes care is now mainly provided by Sally.
- **Sexual Health and Contraception** – our lead nurse, Sharon, can deal with all your sexual health and contraception issues.
- **Healthcare Assistants** (HCAs) – our HCAs don’t just take blood, they also carry out BP checks, fit Ambulatory Blood Pressure Monitors, do ECGs, ear syringing and diabetic work ups
- **Healthcare Assistant (Health Checks and Lifestyle counselling)** – we have a dedicated HCA to help you be as fit and well as possible. Hilary can undertake NHS Health checks and will also support people to make healthy changes such as stopping smoking, losing weight and finding exercise that they can do and enjoy
- **Musculoskeletal Services** – we can arrange for some musculoskeletal issues to be seen within 1 week (evenings and weekends) by an extended scope physiotherapist, in Weston. Our Patient Navigators can book this for you directly without needing to see a GP first.
- **Pharmacist** – coming soon!
- **GPs** – of course we also have GPs. They are kept busy seeing the most complex issues. It is important that we fully utilise all the other great skills of the wider practice team.

It is because of the wide range of other skills we now have, that we have introduced Patient Navigators. It’s no longer a case of booking every issue with a GP.