



## **SAME DAY, ASSESSMENT CLINIC**

In order to improve patient access, we are changing our appointment system from the **11th March 2019**.

We are hoping the new system will allow us to increase our available book-ahead appointments for those patients with long term or complex conditions.

The same day assessment clinics will run 5 days a week, Monday – Friday 8.30am – 10.00am and are designed to enable our patients who experience a **new** medical problem to get an early assessment.

This is a walk in assessment clinic, so appointments cannot be booked by phone.

Patients with a new medical problem should arrive and book in at reception between 8.30am and 10.00am. We will make every attempt to ensure you will be seen on the same day by one of our clinical team. These appointments are 10 minute slots and for one medical problem only.

We cannot guarantee how long you will wait to be seen, but will endeavour to ensure your appointment is at the earliest available opportunity.

If your condition is deemed to be too complex you will be re-booked.

Phone: 01947 820888

Fax: 01947 824100

E-mail: [HRWCCG.WhitbyGroupPractice@nhs.net](mailto:HRWCCG.WhitbyGroupPractice@nhs.net)

Here are some examples of the new medical problems that are suitable for the same day treatment service:

- Urine Infection
- Chest Infection
- Cellulitis /Skin infections
- Rashes
- Dizziness
- Women's Health
- Sexual Health



The following are examples of medical problems where you should in the first instance try over the counter medication/advice from your local pharmacy:

- Abdominal Pain
- Emergency Contraception
- Cough
- Sore Throat
- Bad headache
- Back / Neck Pain
- Eye Infection
- Hip Pain



If your symptoms do not resolve after taking trying over the counter medication then come to the same day assessment service.

**The clinic should NOT be used for:**

- Repeat medication queries, reviews or controlled drug ordering
- Long term sick notes
- Referral Queries
- On-going issues where you have already been assessed by a member of our clinical team.

*If you would like this leaflet in an alternative format, such as larger print or if you need help communicating with us, for example because you use British Sign Language, please let us know. You can contact us by phone: 01947 820888 or E-mail: [HRWCCG.WhitbyGroupPractice@nhs.net](mailto:HRWCCG.WhitbyGroupPractice@nhs.net)*



Please bear in mind that you can self-care or get advice from your local pharmacist for many ailments which will help to free up GP appointment time.

Here are some examples:

- Sinusitis
- Ear Wax
- Back Pain
- Diarrhoea & Vomiting
- Insect Bites
- Colds
- Nose bleeds
- Chicken Pox
- Sore Throat
- Earache

**Self-Care Information Available at:**  
**[www.whitbygrouppractice.nhs.uk](http://www.whitbygrouppractice.nhs.uk)**  
**[www.patient.co.uk](http://www.patient.co.uk)**  
**[www.nhs.uk](http://www.nhs.uk)**



**Self-Referral - No need for a doctor's appointment, just call the number and refer yourself:**

PHYSIO DIRECT— if you have neck, back, joint, ligament problems call 01947 899233

YorSexual Health 01947 721111 <https://www.yorsexualhealth.org.uk/>

Carers Resource—01723 850155 <http://carersresource.net/>

Caring Together—01947 605757 <http://www.caringtogetherwhitbyandddistrict.org/>

Living Well—support for isolated, lonely or vulnerable patients 01609 780780 (Option 2)  
<https://www.northyorks.gov.uk/living-well-north-yorkshire>

Mind—support with Mental Health issues 01723 356562 <http://swrmind.org.uk/>

North Yorkshire Mental Health Helpline—0333 0000 309  
<https://www.northyorks.gov.uk/mental-health>

IAPT—Support for patients suffering from depression, anxiety, panic attack or phobias  
01947 899270

North Yorkshire Horizons—support for drug and alcohol addiction 01723 330 730  
<http://www.nyhorizons.org.uk/>

White Rose Wellbeing Service—Home safety & well-being checks 01723 232323  
<https://www.scarborough.gov.uk/white-rose-home-improvement-agency>

Dementia & Alzheimer's Helpline 0300 222 1122 <https://www.alzheimers.org.uk/get-support/national-dementia-helpline>

Alzheimer's Society—01723 500958  
<https://www.northyorkshireconnect.org.uk/content/alzheimers-society-dementia-support>

Whitby All-Sorts—Mental health and wellbeing hub at Whitby Spa Pavilion, West Cliff,  
Whitby—drop in sessions—ask at reception for further details.

British Pregnancy Advisory Service – 03457 304030  
<https://www.bpas.org/clinics/bpas-middlesbrough>

For all medical emergencies, please call **999**.

For all non-medical emergencies, please call **111**.



**when it's less  
urgent than 999**