

Appointments

At Willow Green we will endeavour to give you an appointment with the doctor of your choice. If, however, the doctor you wish to see is fully booked on that day, you may be offered an appointment with another doctor or our triage nurse. Sometimes the doctors may choose to book their own appointments, if this is the case they will phone you and discuss the problem with you then if you and they still feel you need to be seen they will make an appointment with you.

More and more patients are finding that they do not need to see the doctor. If you feel that a telephone consultation or an appointment with our triage nurse would be appropriate please let the receptionist know.

Monday is always our busiest day - if the reason you need to see the doctor is not urgent, perhaps you could make an appointment later in the week.

We offer pre-bookable appointments, some which can be booked up to two weeks in advance. If you feel you need to be seen the same day, you may be offered a telephone consultation or a triage appointment with a Doctor or our Specialist Nurse. Our appointments start from 7.30a.m. on Wednesdays and Thursdays for those who work or attend school or college. Further details are available at Reception.

Please note: If you are unable to keep your appointment please let the receptionist know.

URGENT REQUESTS

If you feel you need to be seen by a doctor the same day, you may be offered a telephone triage slot. The receptionist will take your details and the duty doctor will call you back.

PRACTICE NURSES

Appointments can be made in advance.

Our nurse triage system has been extended to offer patients more choice and to relieve pressure on the doctors. Liz, our Specialist Nurse, is qualified to see and treat many minor illnesses and ailments that were previously seen by the doctors. She is also able to issue prescriptions for some conditions.

Any of the conditions listed below can be seen as a pre-bookable appointment with Nurse Liz. If it is something that you feel needs to be seen the same day, you may be asked by a member of staff what the problem is – you may then be offered an appointment with our specialist nurse.

Liz works very closely with, and is supported by, all of the doctors and she is able to see patients with the following conditions:-

Sore throat	Earache	Sinusitis
Nosebleeds	Mouth Infections	Headaches
Minor eye conditions	Hay fever	Coughs/Colds/Flu
Chest Infections	Diarrhoea/vomiting	Constipation
Haemorrhoids	Indigestion	Eczema
Rashes	Bites/stings	Acne
Impetigo	Uticaria	Scabies
Dermatitis	Headlice	Threadworms
Vaginal discharge	Period Pains	Emergency contraception
Cystitis/urine infection	Missed contraceptive pill advice	
Sprains	Minor injuries	

If you have any query or suggestions about this service please write or speak to our Patient Services Manager Sarah Ferguson.