

Treatment Options

Face to Face Consultations:

Most appointments are face to face, but do they need to be?

Telephone Consultations:

These are for advice and ailments that can be dealt with without the need to be examined.

Home Visits:

These are for people who are too ill or infirm to come to the surgery. Please don't abuse them.

A GP can see 4 patients in the time it takes to do 1 home visit.

Extended Opening:

You can book a routine appointment between the hours of 8.00am and 6.00pm, however, on some days we also work up to 8.00pm. Please ask at reception for details of when these surgeries are taking place.

Pharmacy Services:

Your Pharmacist has a wealth of knowledge. They may be able to give you advice and medication that will save you waiting at the GPs.

Test Results:

You do not need to come in to see the doctor for test results. These are given by the Practice Nurse, Monday to Friday between 5.00pm and 6.00pm by telephoning 264071

Cancelling Appointments

Please remember to cancel your appointments if you don't need them any more.

Maybe your illness has resolved itself or maybe your circumstances have changed and you can no longer make the appointment, a quick call to the surgery frees up availability for others.

Cancelling an appointment you don't need in good time allows us to use it for another patient.

Text Messaging Service

We do have a text messaging service.

To register just give the receptionist your mobile telephone number.

The next time you have an appointment with the doctor or nurse you will receive a text message to remind you of your appointment.



CUMBERLAND HOUSE

PRIMARY HEALTH CARE CENTRE

Making the Most of Your Appointment



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10 TOP TIPS

1. **Be prepared**—thinking ahead may save you having to come back for an examination or tests. For example are you likely to need a urine test—if so take a sample with you.
2. **Take someone with you**—it's helpful if you're getting important test results or there's a lot to take in. Also if you are having funny turns or having problems with your memory having someone to prompt you can be helpful for both you and the GP.
3. **Don't save everything up**—going in with a shopping list can make the consultation unsatisfactory for both you and the GP. The GP can only deal with so many problems at a time.
4. **Don't save the most important problem until last**. Remember you only have a 10 minute appointment, so make the most of it. Saving the most important problem until last could mean no time to talk about it.
5. **Ask for a longer appointment when booking**—if you feel that your problem is going to take longer than 10 minutes ask for a longer appointment when you phone to make the appointment. But make sure that it is a genuine need.
6. **Know your history**—getting your story straight is vital. Most diagnostic clues are found in what you tell your doctor.
7. **Say what you think you need**—this will save the GP and you time if you say what you need early on in the consultation. The GP may not agree with you but this gives you time to talk things through properly.
8. **Ask if you don't understand**—it is easy to be frightened at the doctors. Words may be used that you don't understand, by asking this helps you and the GP check out what you think is meant.
9. **One person one appointment**—it may be tempting if you have family members with you to ask about them as well, but the time available is limited. If you take longer than you have arranged for your appointment, then the patients afterwards end up being late.

Are you seeing the right person?

Health Care Assistant:

- Blood pressure.
- Simple dressings.
- Some vaccinations—but please check first.

Practice Nurses:

- Chronic Disease Management.
- Vaccinations.
- Cervical smears.
- Dressings.
- Contraceptive advice.

Doctors:

- Anything that can't be done by the Nursing Team.

Telephone Consultations:

- When being seen is not necessary.