

# Ferryview Walk-in & Wait Clinic 'Right-person-first-time'

## Starts Tues 17 November 8-11am

Over the last few months, like most other GPs, we've found it difficult to meet demand for appointments. There are lots of good reasons for this but we're not happy with the time people are having to wait to see us when they fall ill.

We've come up with a plan that we hope will serve you better.

We're going to introduce a morning walk-in & wait clinic for everyone, not just children. Initially this will be run on **Tuesday and Thursday only**.



If you have a health problem and need to see a clinician on Tuesdays and Thursdays from 17 November just turn up between 8am and 11am at Ferryview and you will be seen. If you have an 'administrative' need such as extending a medical certificate or re-referral to hospital, we will help you to sort this out without having to queue up to see a doctor.

We'll still have plenty of booked appointments in the afternoon and evening for people who would prefer to pre-book an appointment; for patient with long-term or complex health problems and for those who do not want to sit and wait in the walk-in & wait clinic.

To help the clinic to run well, you'll need to tell the receptionist what is wrong and they will put you down to see the most appropriate clinician or help you to sort out administrative issues. This is what we call **Right Person First Time**.



**Ferryview Health Centre**, 25-27 John Wilson St, Woolwich, London, SE18 6PZ  
**Holburne Road Surgery**, 201-203 Holburne Rd, London, SE3 8QH  
**Frances Street Surgery**, 184 Frances St, Woolwich, SE18 5JS  
☎ (all surgeries) 020 8319 5400 🌐 [www.valentinehealth.org.uk](http://www.valentinehealth.org.uk)

<p><b>Why change?</b></p> <ul style="list-style-type: none"> <li>• Increased demand for appointments</li> <li>• 40 appointments per day wasted because people do not attend</li> <li>• Increasing requests from hospitals to re-refer to outpatients</li> <li>• Respond to your needs better</li> </ul>	<p>Valentine Health Partnership has been finding it difficult to provide enough access to appointments in recent months (like many GP practices around the country).</p> <p>We lose around 1000 pre-booked appointments each month because patients do not attend and do not contact us to cancel their appointment</p> <p>We have also had a flood of extra requests for appointments from patients who have been discharged from hospital clinics and told to come back to the GP for re-referral. These are blocking appointments for people with more acute medical problems</p> <p>We want to steer you to a clinician or other member of staff with the right skills to help you (<i>Right Person First Time</i>).</p> <p>We are introducing new ways to request repeat prescriptions, and follow up hospital referrals and test results.</p>
<p><b>Walk-in &amp; Wait clinic</b></p> <ul style="list-style-type: none"> <li>• Tuesday and Thursday, 8 – 11am <ul style="list-style-type: none"> <li>○ All-age walk-in &amp; wait clinic</li> </ul> </li> <li>• Mon, Wed, Fri <ul style="list-style-type: none"> <li>○ Children-only walk-in &amp; wait clinic 10-12.30</li> <li>○ Saturday morning booked appointments</li> </ul> </li> </ul>	<p><b>All-age Walk-in &amp; Wait clinic, Tuesday and Thursday mornings, 8am – 11 am</b></p> <p>You will be able to arrive at the Walk-in &amp; Wait clinic up to 11am and will be seen as soon as possible</p> <p>The clinic will be primarily for a single clinical problem</p> <p>The clinic will combine adult and children’s appointments</p> <p><b>IT WILL REPLACE THE CHILDREN’S WALK IN CLINIC ON TUESDAY and THURSDAY so please note the earlier start and finish times for children on these days</b></p>
<p><b>Self-service in the waiting room</b></p> <ul style="list-style-type: none"> <li>• Repeat prescription</li> <li>• Renew medical certificate</li> <li>• Re-referral to hospital</li> </ul>	<p>We will be installing a computer in reception where you will be able to :</p> <ul style="list-style-type: none"> <li>• Request a repeat prescription</li> <li>• Ask us to renew a medical certificate and</li> <li>• Tell us that you have been told to contact your GP to be re-referred to a hospital appointment</li> </ul> <p>You will be able to do all of these things without seeing a clinician and without needing to queue up to register for an appointment</p>

<p><b>Who will I see?</b></p> <ul style="list-style-type: none"> <li>• Receptionist will steer you to best clinician</li> <li>• A doctor or a senior nurse will see you</li> <li>• You may also see a clinical assistant</li> </ul>	<p>Reception staff will ask you about why you have come to the clinic in order to steer you to the best person to meet your needs. We call this <i>Right Person First Time</i>.</p> <p>Appointments will be available with GPs and with our senior nurses who are trained to manage minor illness.</p> <p>We will also have support from our clinical assistants who may help you to check your blood pressure, or talk to you about healthy life style while you are waiting to see the doctor or nurse.</p>
<p><b>Not available at the Walk-in &amp; Wait clinic</b></p> <ul style="list-style-type: none"> <li>• Repeat prescriptions</li> <li>• Medication reviews</li> <li>• Extensions of medical certificates (new ones may be issued in WIC)</li> <li>• Medical reports etc.</li> <li>• Immunisations or vaccinations</li> <li>• Test results</li> </ul>	<p>Some of our services will not be available through the walk-in &amp; wait clinic.</p> <p>You WILL NOT be able to use a walk-in &amp; wait clinic for:</p> <ul style="list-style-type: none"> <li>• <b>Medication reviews</b></li> <li>• <b>Prescriptions for repeat medications</b> Use the computer in the waiting room to request a repeat prescriptions. Your prescription will be available within two working days of your request</li> <li>• <b>Re-issue of medical certificates.</b> Use the computer in the waiting room. Your request will be assessed by the GP who first issued the certificate within 2 working days of your request</li> <li>• <b>Medical reports /letters about health status or letters/proof of GP attendance for schools</b></li> <li>• <b>Immunisations, travel vaccinations or work related immunisations</b></li> <li>• <b>Test results</b> These will available soon on line if you register for PATIENT ACCESS</li> </ul>
<p><b>A pilot scheme</b></p> <ul style="list-style-type: none"> <li>• Initially 2 days a week</li> <li>• We hope to extend to five days in future</li> <li>• In April 2016 we will decide if we can continue it.</li> </ul>	<p>The Walk-in &amp; Wait Clinic is being launched as a pilot. Initially the clinic will run only 2 days a week so we can learn how to run it in ways that work well for patients and for staff</p> <p>We hope to extend this to five days a week once we have ironed out any issues relating to running the clinic.</p> <p>The pilot will end in April 2016 and we will decide then whether to continue the service or revert back to booked appointments in the mornings</p>

## Other ways to get our help within the practice

Please remember that we have two new options for accessing Valentine Health Partnership services

- **Patient Access:** is a phone app and/or website that lets you book appointments and request repeat prescriptions without having to phone or come into the surgery. Soon, you will also be able to see your test results on line.

**Ask at reception for details.**

**You need to register for this secure service by showing photo ID and proof of address.**

- **Web-consultations:** You can look up information about your symptoms, find advice about how a pharmacist can help you and send us a web-consultation through the 'consult from home' button on our web site:

[www.valentinehealth.org.uk](http://www.valentinehealth.org.uk)

## Other local services you can access without seeing a GP

There are many local services that can help you to:

- stay well and reduce the risk of future illness
- treat yourself for minor illnesses
- look after yourself if you have an ongoing health problem

## Health Advice

- **Weight loss:**  
[www.nhs.uk/livewell/Pages/Livewellhub.aspx](http://www.nhs.uk/livewell/Pages/Livewellhub.aspx)
- **Health Living:** [www.greenwichhealthyliving.nhs.uk](http://www.greenwichhealthyliving.nhs.uk)
- **Pregnancy Advice:** [www.nhs.uk/conditions/pregnancy-and-baby/pages/pregnancy-and-baby-care.aspx#close](http://www.nhs.uk/conditions/pregnancy-and-baby/pages/pregnancy-and-baby-care.aspx#close)
- **Travel Advice:** [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)
- **Stop smoking:** [www.greenwichstopsmoking.org.uk](http://www.greenwichstopsmoking.org.uk)
- **Alcohol advice:** [www.lifelinebasis.org.uk](http://www.lifelinebasis.org.uk)

## Self-referrals

- **Midwife referral:**  
[www.lewishamandgreenwich.nhs.uk/antenatal](http://www.lewishamandgreenwich.nhs.uk/antenatal)
- **Counselling and talking therapies:**  
[www.oxleas.nhs.uk/services/service/greenwich-time-to-talk](http://www.oxleas.nhs.uk/services/service/greenwich-time-to-talk)
- **Sexual health (CASH) clinics:**  
[www.oxleas.nhs.uk/services/service/contraception-and-sexual-health/](http://www.oxleas.nhs.uk/services/service/contraception-and-sexual-health/)

## Self managing minor and long-term illness

- **NHS Choices Symptom Checker:**  
[www.nhs.uk/Conditions](http://www.nhs.uk/Conditions)
- **Patient.co.uk self-help videos and treatment advice:**  
[www.patient.co.uk/health/media](http://www.patient.co.uk/health/media)