

We know that many illnesses appear unexpectedly, and patients want to feel better as soon as possible.

Minor illnesses like coughs, colds, and sore throats are not emergencies and usually resolve on their own within a few days. Patients should speak to their local chemist about over-the-counter remedies and pain-relief for minor illnesses. Many people are eligible for the free minor illness medicines, and it is often quicker and more convenient to access a local pharmacist than wait to be seen in the surgery.

It is not appropriate to use urgent appointments:

- For minor coughs and colds that don't limit your daily activities, such as going to work.
- To request sick lines
- Because you have run out of medication

Some examples of appropriate urgent appointments:

- Sudden or unexpected pain
- Unwell child
- A new breast lump or testicular lump
- Unexpected bleeding
- An existing condition that has significantly worsened.
- If you have attended another health professional and they advised you to be seen urgently.

Remember – If you have an accident or medical emergency call 999.

Urgent appointments are for one problem only. We will ensure that patients who genuinely require to be seen get an appointment. This may be with either an Advanced Nurse Practitioner or with a Doctor or Trainee Doctor. You will not be able to choose which doctor you see, and may have to wait until the end of a clinic to be seen.

If you need an urgent appointment - please call early in the day, ideally before 9:30am. This will help us to prioritise those in most clinical need. Your request for an urgent appointment may be triaged by a doctor or nurse.