

Queens Park Surgery, Billericay

To help us manage the demand for appointments and maintain a high quality service

GP APPOINTMENTS ARE NOT USUALLY NEEDED for the following:

- **Minor illness** - please speak to your local pharmacist
- **Extension of fit notes / sick certificates**)
- **Requests for medication**) please give details to reception
- **Requests for general letters re travel, housing etc**)
- **Test results** - please contact our surgery reception after 10.00am to find out your test results if requested by one of our own GPs. If requested by the hospital you will need to contact your consultant's secretary directly.
- **Following hospital admission and out-patient clinics** - any request from the hospital including medication changes, follow-up blood tests and onward referrals will be actioned by our GPs on receipt of the discharge/clinic letter and therefore appointments are not usually needed.
- **Medication reviews** - unless requested by our GPs

In addition:

- **Telephone follow-up appointments** - once you have seen the GP it may be possible for any further follow-up to be by telephone. Please check with the GP at the time of the appointment and also when you ring the surgery reception to find out your test results.
- **Following referral to hospital** - if you are experiencing difficulties with booking an appointment, getting a follow up appointment or cancelling of appointments please contact the appointment centre or PALS team of the hospital directly.
- **Please allow 2 working days for routine repeat requests** - any queries relating to medication not on repeat may take longer
- **Let us know if you move house or change any personal details** so that we can update your record