

## Who does what?

The Receptionist will ask for the reason you are booking an appointment. This is to ensure that you are directed to the correct clinician.

**Please go to an Accident and Emergency (A&E) department if you experience:**

- loss of consciousness
- persistent, severe chest pain
- breathing difficulties
- acute confused state and fits that are not stopping
- severe bleeding that cannot be stopped
- severe allergic reactions

**Please note - the Doctors DO NOT deal with coughs and colds. Please speak to your local pharmacist for advice.**

### Doctor:

The Doctors deal with complex cases and for those in vulnerable groups (i.e. babies and the elderly).

In addition to this, if they feel it is necessary, they are able to request referrals to third party departments. Please note that they do not process or monitor the progress of the referral once it has been requested as this is the responsibility of the Admin team.

**Nurse & Health Care Assistant (\*some appointments may be longer than 10 minutes):**

|                       |   |
|-----------------------|---|
| Asthma reviews*       | Family planning and pill checks   |
| Baby immunisations*   | Flu vaccinations  |
| Blood pressure checks | Injections - vitamin D, Meningitis ACWY, vitamin B12, pneumonia vaccine |
| Blood tests           | Removal of stitches   |
| Cervical smear tests  | Smoking cessation advice  |
| Diabetes reviews*     | Travel vaccinations*  |
| Dressing/ wound care* | Warts/ verruca removal  |
| Ear syringing         |   |

**Community Pharmacist/ Local Pharmacy:**

|                  |                                 |
|------------------|---------------------------------|
| Acne             | Headaches                       |
| Back pain        | Heartburn and indigestion       |
| Colds and coughs | Migraines                       |
| Constipation     | Nasal congestion (blocked nose) |
| Dermatitis       | Sprains and strains             |

**Priority will be given to the elderly, pregnant women and young children.**

**If you would like this letter or information in an alternative format (for example, large print or easy read), or if you need help communicating with us (for example, because you use British Sign Language), please let us know. You can call us on 0208 422 5602 or email [haroccg.e84022@nhs.net](mailto:haroccg.e84022@nhs.net)**