

The Orchard Medical Practice – Signposting Practice Services

CALL 999 IF YOU HAVE: BREATHING DIFFICULTIES – UNABLE TO COMPLETE A SENTENCE, BREATHING PAIN, CHEST PAIN – SEVERE, CRUSHING, SWEATY AND NAUSEA, COLLAPSE WITH LOSS OF CONSCIOUSNESS, FACIAL OR LIMB WEAKNESS, SEIZURE – FIRST OR CURRENTLY FITTING, SUDDEN LOSS OF FUNCTION – SPEECH OR USE OF LIMB

VISIT NEAREST A&E FOR: SEVERE BURNS & SCALDS, SERIOUS FALL NOW UNABLE TO WEIGHT BEAR, NOSE BLEEDS LASTING 20 MINUTES OR MORE OR NOT STOPPING, SUSPECTED OR POSSIBLE FRACTURE

Please find below the services that are provided by the Orchard Medical Practice. The reception team will ask patients for a brief idea of what the presenting symptoms are to enable them to signpost you to the most appropriate clinician.

First point of contact, make cancel and change appointments, general queries, repeat prescription request, organising home/district nurse visits

Emergency Appointment

New abdominal sudden onset pain, Babies with rash and unwell, chest pain, palpitations, mental health issues with suicidal thoughts, dizziness, fainting, sudden onset of mental confusion, vaginal or anal bleeding, testicular pain

Routine Appointment

Anxiety, breast lump, ongoing breathing issues, HRT, contraception (Coils/implants/medication), depression, diabetic symptoms, discussing results, fatigue, headache, high blood pressure, IBS, insomnia, memory loss, menstruation problems, moles, migraines, ringing in ears, testicular lump, vaginal discharge

Cervical screening (smear test), travel vaccinations & advice, child immunisations, spirometry, diet advice, wound dressings, pill checks, suture removal, pessary fits, injectable medications such as: Zoladex

Chronic Disease Management

Asthma, COPD, Diabetes, Hypertension, atrial fibrillation.

First point of clinical contact for patients with joint conditions, symptoms or pain, providing the patient with the primary assessment, diagnosis and management options for their conditions, they can request certain tests such as x-rays and blood tests act on results to aid diagnosis and the management plans of patients. Work closely with the GP's with regards to issuing pain medication.

Reception Team

Doctor

Advanced Practitioner

Practice Pharmacist

Practice Nurse

Health Care Assistant

1st Point of Contact Physio

Mental Health Practitioner

Emergency Appointment

Asthma exacerbation, breathing problems, cellulitis, chest infections, tonsillitis, mastitis/breast infection, rash – painful/sore/blistered, minor burns/scalds, infected wounds, minor injuries, cough with shortness of breath, concussion, gout, red, hot swollen joints, leg or calf swelling

Routine Appointment

Acid reflux – if over the counter medication not worked, cyst, cystitis, diarrhoea - if over the counter medication not worked, eczema, indigestion, recurrent nosebleeds, constipation - if over the counter medication not worked, acne, boils, falls, fungal nail infections

Medications reviews, prescription queries, medication advice and queries, issue alternative medications due to supply issues, medicines optimisation audits, Long-term condition reviews, action clinical letters and discharge letters

Phlebotomy (blood test)
Blood pressure checks, height/weight checks, urine tests, spirometry, ECG's, Health checks, ear syringing & 24 hr blood pressure monitoring

To triage, support, treat and manage people with mental health problems, link with other mental health teams and make referrals to these services when needed