

## Other Services available from the Health Centre

The following services are also available at the Holmes Chapel Health Centre:

- Phlebotomy (the taking of blood samples)
- Physiotherapy (via GP referral)
- Minor Surgery, e.g. mole & skin lesion removal (via GP referral)
- Childhood Immunisations
- Antenatal Clinics with Midwives
- Baby Clinic with Health Visitor
- Anticoagulation / Warfarin Clinic
- Ultrasound Scanning (via GP referral)
- Counselling (via GP referral or self referral)

## Opening Times

Patients can visit the Holmes Chapel Health Centre or call on 01477 533100 between 08:00 and 18:30 Monday to Friday, in order to make an appointment.

The opening hours for the Holmes Chapel Health Centre are:

Monday	07:30 – 19:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	07:30 – 18:30
Friday	07:30 – 18:30
Saturday	Closed
Sunday	Closed

Medical care outside **normal surgery hours** is provided by the **NHS Eastern Cheshire Out of Hours Service (telephone 01625 502999)**. A **triage nurse** will advise you regarding your problem and where necessary they will arrange contact with a GP. If you need to see a GP outside of surgery hours you may be asked to attend a Primary Care Centre at Macclesfield, Knutsford, Crewe, Northwich, Congleton or Handforth. Home visits by a GP will be arranged where appropriate. **If you have any difficulty obtaining help with an urgent medical problem or you feel your condition requires immediate medical attention, please dial 999 and ask for an ambulance.**

# Holmes Chapel Health Centre

# Booking an Appointment

## Patients now able to book appointments online

Patients can now access a number of services online, including booking of appointments.

In order to register for access to the online services (known as Patient Access) patients must attend the Health Centre in person, bringing with them two forms of identification (one photo ID and one address ID).

Tel: 01477 533100

[www.HolmesChapelHealthCentre.co.uk](http://www.HolmesChapelHealthCentre.co.uk)

Facebook - [www.facebook.com/HolmesChapelHealthCentre](http://www.facebook.com/HolmesChapelHealthCentre)

Twitter - [www.twitter.com/HolmesChapelNHS](http://www.twitter.com/HolmesChapelNHS)

**Patients can visit the Holmes Chapel Health Centre or call on 01477 533100 between 08:00 and 18:30 Monday to Friday in order to make an appointment. Patient can now also book appointments online via our website.**

**Please note that at 08:00 each morning the Health Centre will usually have five or more office staff answering the telephones and making patient appointments, however during this busy time of the day there may still be a delay in us being able to respond to your telephone call.**

**To help you obtain the most appropriate appointment, our office staff may ask you a few questions when booking your appointment. Please help the office staff so that we can provide you with the most suitable appointment for your needs.**

**The following appointments are available at the Health Centre:**

### **Routine (Pre-bookable) Appointments**

You can book routine appointments with a GP up to six weeks in advance. Appointments are available both in the mornings and afternoons. These appointments are suitable for patients who would like to see a GP but with no immediate urgency or when you have been asked to come in to see a GP for a routine or follow up appointment. Please note that you do not need to contact the Health Centre at 8:00am to request a routine appointment.

### **Routine (Pre-bookable) Early Morning & Evening Appointments**

The Health Centre provides a number of appointments each week that are scheduled for the early morning (07:30-08:30) or evening (18:30-19:30). These appointments are ideally aimed at those patients who work during the day and may find it difficult to attend the Health Centre during normal working hours. Please try to avoid utilising these appointments if you can attend the Health Centre during the day.

### **Book-on-the-day Appointments**

Some of our appointments are only made available on the day – these appointments are aimed at patients who have become ill and need to see a doctor today. Please consider if you need to see a doctor today, or whether a routine appointment would suit you better. Patients can book a 'Book-on-the-day' appointment by calling the Health Centre from 8:00am onwards each morning.

### **Routine Telephone Appointments**

If you have a question or query for the GP and no physical examination is required, it may be possible for the GP to telephone you to discuss. In

these situations please request a telephone call when you speak to our reception team. A message will be passed to the GP who will assess the request and if appropriate will arrange a suitable telephone appointment for you. If the GP feels that a face-to-face appointment is required, rather than a telephone appointment, the GP will advise the reception team who will pass this information back to you.

### **Nurse Practitioner Appointments**

Our Nurse Practitioners are highly qualified nurses who are able to diagnose common illnesses and prescribe medication. Please consider seeing your GP for ongoing health problems and utilising our Nurse Practitioners for new or one-off minor ailments.

### **Urgent Appointments**

If you urgently need to see a GP today but find that all of today's appointments have been booked, please let the receptionist know that the situation is urgent. A message will be passed to the Duty Doctor for that day, who will telephone you to assess the situation and if necessary arrange a time for you to attend the Health Centre. Please consider if your appointment is urgent – would a routine or book-on-the-day appointment be more appropriate?

### **Home Visits**

Home visits are only available for patients who are housebound because of illness or disability. If possible please try to telephone reception before 10:00am if you require a home visit. Home visits normally take place at the end of morning surgery and before the afternoon surgery. A GP or Nurse Practitioner may telephone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Health Centre.

### **Practice Nurse Appointments**

Our experienced Practice Nurses are able to help you manage your ongoing medical condition such as Heart Disease, Hypertension, Asthma, and COPD. Once diagnosed by the GP or hospital, our Practice Nurses will arrange for you to be seen by the nurse on a regular basis (usually annually).

Our Practice Nurses also provide a number of other clinics, including Travel Vaccinations, Dressings Management, Injections, Women's Health, Family Planning, NHS Health Checks, Pre-Diabetes Health Checks, Lifestyle advice (Weight, Diet, Exercise, Alcohol, Smoking).