**Local Dentist**

Toothache

Mouth ulcers

Pain in mouth

**Urgent care centre:**

When we are full to capacity

Urgent symptoms that cannot wait

Symptoms needing further care e.g xray

**Social prescriber:**

None clinical help and support

**Prescription request:**

Advise not to be taken over the phone as holds up the phone lines, advise other way to order

**Admin requests signpost to what forms are needed:**

Request for records, Travel vaccines, change of address, antenatal bookings, new patient forms,

**Test results**:

Satisfactory results – advise results

Follow up – book suitable appointment

**Pharmacy team:**

Medication queries

BP

**District Nurse Referral**

Fill out appropriate referral form

Email District nurse

**Physio first:**

New muscular pain

Sciatica

**Minor eye service:**

Over 3 yrs old signpost to local optician for any eye problems

**HCA**

Blood test

NHS health check

Diabetic Check

ECG

BP

**Practice nurse:**

Contraception

Diabetes/ asthma queries

Dressings

Immunisations/ injections

Cervical smear

**Routine appointment/telephone appointment:**

Test results

None urgent symptoms

**Pharmacy first referral:**

Sore throat, Sinusitis, Ear ache(child), UTI(16-64yrs), Shingles, Impetigo and Insect bite

**Extended access:**

Evening/ weekend appointments

When we are full to capacity

Blood tests on a Saturday

**Clinical paramedic:**

Acute on the day symptoms

Over 5

**Urgent on the day appointment:**

Acute issues

Home visit requests – before 10.30am

**999/111**

Emergency symptoms that need seeing ASAP

**Phone call**