

Appointments

Same Day Team:

Booking starts from 8am Mondays to Fridays. If you would like to be seen by the Same Day Team, please call the surgery with your name and symptoms or a representative can do this for you. We will see as many patients as possible given the available resources until we have reached our maximum safe clinical capacity for the day. Once we have reached capacity, we may advise you to contact 111 or the urgent walk-in centre at Walsall.

Pre-Bookable:

Bookable up to 3 weeks in advance, this service allows you to book an appointment at a time convenient to you by calling anytime or visiting reception in person. They are often required for medical issues of a non-urgent nature.

Pharmacy First Scheme:

NHS England and Pharmacists have joined together to assess certain minor ailments at a local Pharmacy instead of with your GP. This can be suitable for certain conditions, such as UTIs, impetigo, sore throats, sinusitis, insect bites, and shingles. You can self-refer directly to the Pharmacy of your choice.



The Langton
Medical Group
"Learning From Caring"



Information for Patients

Acute Assessment Same Day Team

Our Same Day Team is for **urgent** medical problems that cannot wait, such as:

- You have a new medical condition that is making you feel too unwell to carry out your usual daily tasks
- You have a significant deterioration or rapid worsening of symptoms in a previously existing condition that requires assessment by a doctor or advanced nurse practitioner
 - You have new pain that is not controlled by medication purchased from a pharmacy
 - You have a fever that is not being controlled by medication purchased from a pharmacy
 - You are unwell, and have a pre-existing medical condition that puts you at high risk of needing hospital admission
 - You have a young child or baby who is unwell
- You feel that your physical or mental health condition cannot safely wait until the next available appropriate clinician appointment

We do **NOT** consider the following to require urgent same day attention:

- Fit notes (Med3s)
- Medication queries
- Medication requests from outpatient appointments
- Medication reviews
- Discussion about test results - unless the clinician has specifically asked you to make an **urgent** appointment (this will be documented in your record)



Fit Notes

We aim to issue a Med3/Fit Note within 5 working days of request.

You do not need a Med3 if you are off sick for seven calendar days or less - you can self-certify your leave for this time.

Please refer your employer to www.gov.uk/taking-sickleave

Patients should **NOT** use the Acute Assessment Same Day Team Service for Med3 certification unless there is a new medical problem or a significant deterioration in an existing condition that requires a same day assessment by a clinician.

You do not need another note to indicate that you are fit to return to work.

Patients should ask their hospital doctor to provide a Med3 for the entire period that the consultant deems that absence from work will be necessary. If an extension is needed, then please call the consultants secretary accordingly.

You are now able to access and manage your Medical Records on the go, via the **NHS App**! The **NHS App** allows you to book appointments, Order Repeat Medication and view bloods test results without the need to contact the surgery.

Please see the below link on how to access the **NHS app**:

<https://support.accurx.com/en/articles/8078033-patient-support-how-to-access-the-nhs-app>



Opening Times

Lichfield Surgery:

8:00 – 18:30 Monday to Friday, with an extended access clinic until 8pm on Monday, Tuesday and Wednesday evenings.

Whittington Surgery:

8:00 – 1 pm Monday, Tuesday, Thursday and Friday.
Closed on Wednesdays.

Boney Hay Surgery:

8:00 – 1pm Monday to Friday



Contact Information:

Appointments and general enquiries – 01543 440819
Emergency line – 01543 440800

Practice email – langton.medical@staffs.nhs.uk

Financial enquiries – langton.finance@staffs.nhs.uk

Insurance enquiries – langton.insurance@staffs.nhs.uk

Complaints – langton.complaints@staffs.nhs.uk

Website – www.langtonmedicalgroup.co.uk

There is an annual medication review date set for patients who have repeat prescriptions. If the medication review date has passed, medication requests will be passed to a GP for consideration. These requests might take a bit longer than 2 working days to fulfil. It is **NEVER** appropriate to request an Acute Assessment Same Day Team appointment for a medication review. The GP may be able to advance the medication review date if they are happy that: All medication doses and quantities remain appropriate; All blood test and/or other monitoring required for chronic conditions has been carried out and the results are acceptable for ongoing safe use of the medication on the repeat prescription. Medication reviews are also carried out by our pharmacy team, either by a face-to-face or telephone consultation. If a GP does not feel able to authorise ongoing issue of any medication they will provide a reason.