

# **How to Access an Appointment with Crown Street Surgery**

## **Our Clinical Team**

Crown Street Surgery operates a multidisciplinary team, including:

- General Practitioners (GPs)
- Practice Nurses
- Healthcare Assistants (HCAs)
- First Contact Physiotherapists (via PCN)
- Paramedics
- Clinical Pharmacists

## **How Appointments Are Booked**

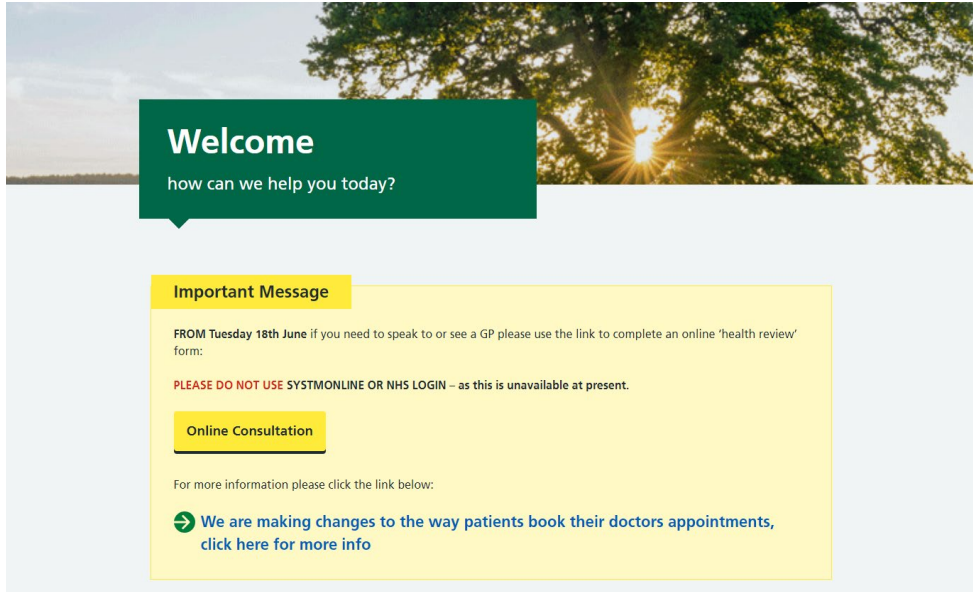
### **GP Appointments – Acute Issues**

Patients requesting urgent or acute care are triaged via the online consultation system or by telephone. All requests are reviewed by the duty team on the same day to ensure timely clinical assessment. Patients are then directed to the most appropriate clinician based on clinical need, which may include a GP or another suitably qualified healthcare professional. This approach ensures safe, efficient management of demand and appropriate use of clinical resources.

## Step 1

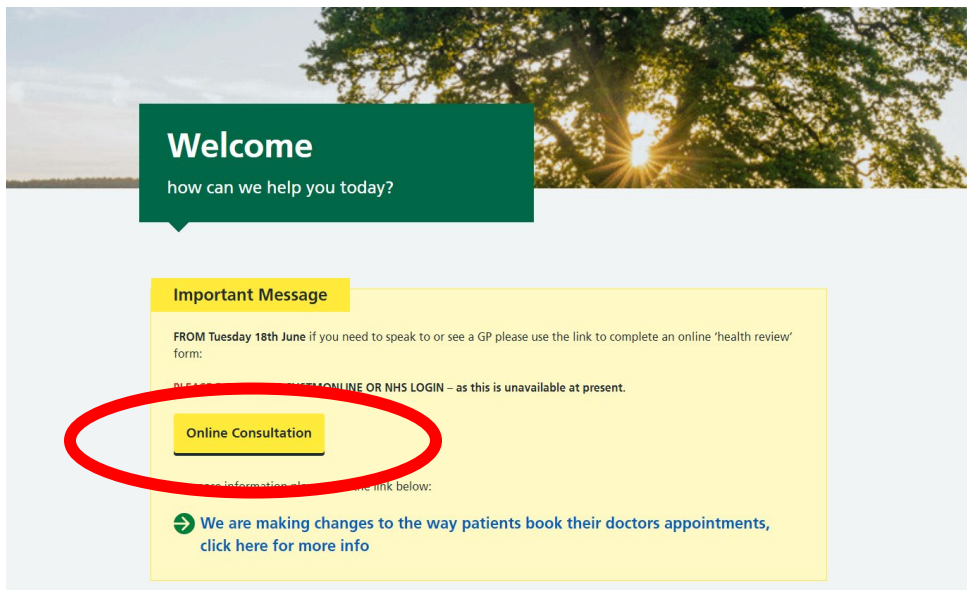
Visit the Crown Street Surgery website:

<https://www.crownstreetsurgery.nhs.uk/>



## Step 2

Click on Online Consultation



## Step 3

Select Health Review and complete the online form

## How can we help?

If you need medical help right now, please call 111 or go to [NHS 111 online](#). In an emergency call 999.

If there is no applicable option below, please use an alternative contact method.

For general health and self help advice please use the [NHS website](#).

Log in to get help faster.

Continue with **systemonline**

**NHS** Continue to NHS login

### Medical request

Health review

For people with asthma, diabetes, learning disabilities.

### Admin request

Register as new patient

Fit note

Ask for a fit / sick note.

Doctor's letter

Ask for a report or letter, for example for insurance.

## GP Appointments – Ongoing Issues

Follow-up and ongoing care appointments are arranged directly by clinicians following an initial consultation. This supports continuity of care, ensuring patients are reviewed by the most appropriate clinician who is familiar with their condition and management plan. This can either be remotely via email and telephone or face to face. Each clinician can book into their own clinics for followup as clinically necessary.

### Pre-bookable Appointments

Pre-bookable GP appointments are offered based on clinical need and at the discretion of the GP following assessment. Patients may also be directed to Extended Access clinics where appropriate, improving flexibility and access to care outside of core hours.

### Nursing and HCA Appointments

#### Acute Nursing Needs

Patients requiring urgent nursing input are assessed through the triage process and booked with the most appropriate member of the nursing team. This ensures timely intervention while maintaining effective use of clinical capacity.

## **Chronic Disease Reviews**

Patients with long-term conditions (such as asthma, diabetes, and hypertension) are proactively invited for regular reviews. These appointments are scheduled with Practice Nurses or Healthcare Assistants, following structured recall systems to ensure ongoing monitoring, early intervention, and adherence to best practice guidelines.

## **Access to Additional Services**

### **Physiotherapy (PCN)**

Where appropriate, patients can be directly booked into First Contact Physiotherapist appointments within the Primary Care Network (PCN). This enables timely assessment and management of musculoskeletal conditions without the need to see a GP first.

### **Clinical Pharmacist**

Patients may be referred to the Clinical Pharmacist for medication reviews, prescription queries, and support with the management of long-term conditions. This enhances medication safety and optimises treatment outcomes.

### **Paramedic / Home Visits**

Home visits are clinically assessed by the Duty Doctor, who determines the most appropriate clinician to attend. Visits may be carried out by a GP or a Paramedic, depending on the patient's needs, ensuring safe and efficient delivery of care to housebound or vulnerable patients.

### **Home Visit Requests**

When a home visit request is received, trained staff gather detailed information to support effective clinical triage. The Duty Doctor reviews all requests and prioritises visits based on clinical urgency. This ensures that patients who are unable to attend the surgery receive appropriate and timely care.

### **Summary**

Crown Street Surgery is committed to providing accessible, responsive, and patient-centred care. Through a structured triage system and effective use of a multidisciplinary team, we ensure patients are directed to the most appropriate clinician in a timely manner, supporting both immediate needs and ongoing care.