



## User Guide to Accessing Appointments and Prescription Services at Llansamlet Surgery

There are FOUR ways to request a contact with a health care professional, raise a query or order a prescription. The easiest way to access these and find out more is via our website where at the bottom of the home page you will also find links to other services such as mental health services, eye care, podiatry, smoking cessation, drug and alcohol support etc. Our website is:

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



If you or someone you care for has communication difficulties (for example if you have hearing or speech difficulties or if English is not your first language or you do not have access to a phone or computer) please let us know the best way we can communicate with you by contacting us at the address at the bottom of this guide, or by alerting a receptionist on the reception desk (or by pressing the doorbell during the COVID pandemic). Alternatively, you may ask someone to contact us on your behalf using the guide below.

The four ways are:

1. **Telephone:** appointments, results, home visits and general enquiries.
2. **Engage Consult:** appointments, prescriptions, sick notes, and general enquiries.
3. **My Health Online (MHOL):** appointments, sick notes and prescriptions.
4. **Prescriptions:** 5 ways to order, see below.

### 1. By Telephone on 01792 771465

Telephone requests are suitable to request a same day appointment with a doctor, nurse, advanced nurse practitioner or musculoskeletal specialist. There is also a general enquiries option and an option to find out test results. The telephone system has options in Welsh and English. The options are listed below and then in further detail:

**Option 1:** Request help with a medical problem (emergencies: option 9 when appointment slots are full)

**Option 2:** Nurse appointments (open from 09:00)

**Option 3:** Test results (open from 15:30)

**Option 4:** Home visit requests (before 11:00)

**Option 5:** General enquiries (open from 09:00)

**Press option 1** to request a contact from a doctor, advanced nurse practitioner or musculoskeletal specialist. These requests are taken by a receptionist and reviewed by a senior GP before being assigned to the appropriate health professional. You may be offered a face-to-face appointment or a ring back from a health professional subject to availability and need. If you receive a ring back, the health professional may request that you attend the surgery if a face-to-face appointment is required. Please give the receptionist a brief reason for the call to allow your request to be processed appropriately and if needed, a preferred time for the call. Calls are taken between 08:00 and 10:30 for a morning contact and between 14:00 and 15:30PM for an afternoon contact. Once the call lists are full for a morning or afternoon session, the telephone system will close to further requests and the message *'unfortunately all our call back appointments are full'* will be heard. The message then states that if there is a *'life-threatening medical emergency to press 9'*. The call will be taken by a receptionist who will ask for details of the emergency and the on-call GP will triage the request.

**Press 2** for a Practice Nurse appointment (only available from 09:00)

**Press 3** for results (only available after 15:30)

**Press 4** for a House call (ring before 11:00, house call requests are for housebound patients only, a transport problem does not justify a house call)

**Press 5** for General Enquiries (only available from 09:00)

## 2. Engage Consult

See our website to register with this service and to review the relevant User Guides. Engage Consult is suitable for medical requests for a contact from a doctor, advanced nurse practitioner or musculoskeletal specialist, request a prescription (see prescriptions only below) and raise administration queries including sick notes. It is not suitable for urgent or emergency medical problems, please telephone as above for medical emergencies. This new system allows two-way communication and the sharing of documents and pictures if required, plus video consultations. Medical requests may be dealt with online, via telephone or you may be asked to attend for a face-to-face appointment. **(Note, we are not yet taking nurse appointment requests via Engage Consult. Please use the telephone system and option 2 above).** We are trialling this service at present, so availability is limited. You will be informed on the Engage Consult website when all medical request slots are full however, prescription and administration queries can continue to be made. Please do not use the prescription and administration options for medical requests when all appointments are full, though we understand the frustration this causes. These requests will not result in an appointment. Engage Consult is available from 00:00 – 12:30 Monday to Friday.

### 3. My Health Online (MHOL)

See our website to register. This service can be used to request repeat prescriptions, sick notes and to request a contact from a doctor, advanced nurse practitioner or musculoskeletal specialist for the following day. These appointment slots are limited to 12 per day. Because MHOL doesn't allow two-way communication or uploading of photos, Engage Consult (above) is the preferred option for medical requests.

### 4. Repeat Prescriptions only

Repeat prescriptions are produced with the authorisation of the doctor. Normally each drug will be prescribed in quantities sufficient for 28 days.

Occasionally, you may be invited to have a medication review or to attend for a blood pressure check or blood test.

Please note we now need **72 hours** to process your repeat prescription. In accordance with health board guidance, we will not be issuing more than 1 month supply of repeat medication.

## **5 WAYS TO ORDER:**

**1) PHARMACY:** your regular pharmacy can order on your behalf and will dispense your medication directly to you

Pharmacies currently offering this service:

- **Boots: Morfa Retail Park**
- **Boots: Morriston**
- **Hanfords: Llansamlet**

**2) MY HEALTH ONLINE:** you can order using the My Health Online service and this is available 24 hours a day

[www.myhealthonline-inps2.wales.nhs.uk/login](http://www.myhealthonline-inps2.wales.nhs.uk/login).

To register for an online account please follow the instructions on the link below: [How to register for My Health Online](#)

**3) PRESCRIPTION LINE:** you can ring our new **COVID 19 prescription line:**

09.00 – 12.00 (*There is now no afternoon prescription line*)

**01792 762972**

**4) E-MAIL:** [prescriptions.w98005@wales.nhs.uk](mailto:prescriptions.w98005@wales.nhs.uk)

We can now receive prescription requests on the above e-mail address as long as every step below is followed:

- tick the items you need on your repeat order slip then take a photograph of it - we must have a photograph to process your request
- attach the photo(s) to an e-mail - medium image size is fine
- state which chemist you wish us to send your prescription to
- please provide a contact phone number for any queries

**5) ENGAGE CONSULT:** Prescription requests are now also available via our online consultation service, [Engage Consult](#).

- Register for Engage Consult (either with an NHS Login or an Engage Consult login)
- Once registered, select the person that you'd like help from - this may be yourself or it maybe someone you care for (if you have previously added them to your account)
- Either select '**Repeat Prescriptions**' to be directed to My Health Online, or opt for '**Request Help From Surgery**' to continue via Engage Consult
- After signing the declaration and confirming a contact number, select '**Administrative Query or Question**'
- Click '**Prescription Requests**' followed by '**Prescription Request**'
- Here you can enter a request for a repeat item or for something acute that you use occasionally (e.g. treatment for eczema flare ups). You can also upload files with additional information on them (e.g. photo's of previous medication or prescriptions received from another service)
- Submit your request and you will receive a response within 24 hours confirming if your request has been actioned