

Care Navigation when you need an appointment

Why do I have to answer so many questions when I just want to see someone at the practice?



Treatment has developed in so many ways since the days when you went to the doctors and sat in a queue waiting for your turn. General Practice is able to deal with a wide range of conditions that would have meant your GP referring you to hospital out patients, clinics or nursing services in the past. To be able to do this we have a team of clinicians that have skills to complement each other, they may be more familiar with certain conditions and treatments than GPs. To ensure that we get you to see the right person to deal with your problem receptionists will ask questions about why you need to see someone.

In some cases you may not need to come to the practice if a Pharmacist is the best person to help or a telephone advice call from a clinician will answer your need

What does a receptionist know about my problems to decide who I should see.

All the reception team that arrange appointments have received training on identifying conditions and deciding on the urgency and best type of clinician that can help with your problem. They also understand that you may be anxious and worried about the problem you are contacting them with, so working with the receptionist will ensure that we deal with your call as quickly as possible



What if the Clinician I see cannot deal with my problem?

Darwen Healthcare works as a Team and all of the team have support from their colleagues. If the member of the clinical team that you consult is unable to deal with your problem they are able to escalate this to another member of the team. We have a wide range of clinicians who have specialised in certain aspects of General Practice, such as Diabetes, COPD etc.



What if I want to see my own GP

Everyone has the right to see their own GP, but this may not be in a timescale to meet the urgency of your medical needs. Leave and training can often mean a wait of a few weeks to see your named GP, if the problem you are ringing about is not urgent then that can be arranged or you can book your own appointment through the MYGP app or Patient Access on line. The main thing the receptionist will do is be on the side of caution and ensure that you see a clinician without delay if you need urgent attention



The Receptionist and all of the Darwen Healthcare Team are dedicated to ensuring you receive the best possible treatment by a clinician who meets your needs and in line with the urgency of your problem



Darwen Healthcare

"Where your health matters"