

How to make an Appointment at Carnoustie Medical Group:

Why wait to see a Doctor when our **Nurse Practitioner** can manage and prescribe for common illnesses including:

Skin conditions and infections	Joint sprains, injuries and muscle strains
Ear, nose and throat problems	Indigestion, constipation and diarrhoea
Respiratory problems (flu, asthma, chest prob)	Feminine complaints and infections
Urinary problems (male and female)	Sexual health advice
Morning after pill	Eye infections

Dental problems should be directed to your own Dentist or the Emergency Dental Clinic, Kings Cross Hospital by telephoning 01382 596990. Contact your Optician for eye related problems.

To make an appointment for the Nurse Practitioner **OR** Doctor you can use the following methods:

- In person at Reception desk **OR**
- Telephone Number: 01241 859888 – we do get **cancellations at short notice**, so it's always worth checking **OR**
- Online via the internet. Please ask at reception for a registration form for the Vision online system

Type of Appointment	Explanation
Same Day Appointment Request	<p>You will be asked the nature of your problem. This is so the admin staff can signpost you to the most appropriate person. Many issues can be dealt with by our Nurse Practitioners.</p> <p>If it is something that the Doctor can only deal with then you will be asked if the matter could be dealt with by telephone or do you require to see a Doctor?</p> <p>When all our appointments have been used for that day the admin staff will ask you if it is something that needs dealt with urgently. This will then be passed to the EMERGENCY Doctor who will assess if you require to be seen that day. If you do, you will be asked to attend the Practice and will be seen by one of the GPs OR if it appropriate, by a Nurse Practitioner. If you are asked to attend – you may have to wait a while before being seen BUT you will be seen that day.</p>
Extended Hours (0645–0800 hrs): Very early morning to suit the needs of patients who work	These appointments are predominantly for patient who work and cannot attend during normal working hours. Approximate waiting time of 1 week.
Telephone Appointments: Phone lines are open between 8-6pm	Many problem or queries can be dealt with over the phone unless an examination is required.
Routine Appointment with GP:	We endeavour to see patients as quickly as possible but be aware that the national waiting time for a routine matter is approximately 3 weeks
Future Bookings	Due to the unacceptable high number of patients failing to attend appointments we have reduced our future booking of appointments to 1 week ahead.
Vision Online Appointments	You can now book, check and cancel appointments via the internet at your convenience (anytime of the day or night). Please ask at reception for a registration form.

REMEMBER: To use the Surgery Pod to check your height, weight, blood pressure and complete lifestyle questions. You don't need an appointment – just pop in during opening hours (8am-6pm) Instead of waiting in a queue at reception desk to check-in, why not use the touch-screen (housed in the main entrance). It's simple to use and lets the Doctor/Nurse know you are waiting to be seen