

# PRIMARY CARE CENTER INFORMATION LEAFLET

This leaflet has been designed for you, those in your care and others involved in your care. It provides information for patients using the services at the Primary Care Centre.

## Registration

- Everyone needs to be registered with one of the three GP groups at the PCC.  
**Blue Group:-** Drs Flores, Jones, Montero, Negrette, Falero, Robles, Mañasco & Thoppil.  
**Green Group:-** Drs Chichon, Ferrera, Penrice, Pincho, Pinto, Higgins & Poyatos.  
**Yellow Group:-** Drs Cortes, Perez, Rawal, Martyn, Galloway, Gupta & Mena.
- If you have not registered with a specific group yet, you will have been allocated a group at random.
- If you wish to change the group you and your family are registered with, please come down to the PCC and complete a 'Change of group' slip, collected from our appointment desks.
- We cannot guarantee always been able to offer an appointment with your first choice GP, especially if they have a disproportionate number of regular patients or in months when they are on leave. It is therefore recommended that you consider having a second regular GP from the same group.
- It is intended that only in exceptional circumstances will you be booked in with a GP from another group.

## Types of Appointments

There are essentially three different options for booking an appointment.

- 1- Advance appointment: These appointments are released two days in advance, on a daily basis as described below.
- 2- Same day **Routine appointments**: Are released and booked on a daily basis as described below.
- 3- Same Day **Emergency appointments**: Are released and booked on a daily basis as described below.

## How to book an Advance Appointment

These are intended for routine visits or ailments that can wait.

- As from 4<sup>th</sup> January 2016, the Primary Care Centre introduced a 48 hour pre-bookable appointment system.
- The way the system works is as follows:
  - On Monday - Wednesday appointments are released
  - On Tuesday – Thursday appointments are released
  - On Wednesday – Friday appointments are released
  - On Thursday – Monday appointments are released

On Friday – Tuesday appointments are released

- If the selected day is a Bank Holiday you will be offered an appointment for the day after the holiday. For Example: If Monday is a Public Holiday, on Thursday you will be able to obtain an appointment for Tuesday, which is the day after the holiday.
- Appointments can be booked from Monday to Friday between 12:00 noon and 3:00pm, either via telephone on 20052441 or in person at the Primary Care Centre counters.
- If all advance appointments for your GP are taken up, you will be offered an appointment to see another GP.

## How to Book a 'Same-day' Appointment

When requesting an appointment for the same day, please tell the PCC Clerk if you require a **ROUTINE** or an **EMERGENCY** appointment.

### Routine Appointments:- For ailments that are not urgent

These are restricted to GPs from your registered group and are intended for the following:

- REGULAR REVIEWS.
- REPEAT PRESCRIPTIONS.
- ROUTINE MEDICAL CHECKUPS.
- LONGSTANDING AILMENTS THAT ARE NOT IMPROVING
- POORLY CONTROLLED CHRONIC PROBLEMS.
- RESULTS OF INVESTIGATIONS.
- HOSPITAL DISCHARGE LETTERS.
- PATIENT REQUIRING LETTERS OR REFERRALS.

Once all routine appointments in your registered area have been taken up for that day, you will be offered any available appointment with a GP from a different group. This is to make maximum use of daily routine appointments.

### Emergency Appointments.

For ailments requiring rapid medical attention. Such as:

- NEW SYMPTOMATIC PROBLEMS.
- INFECTIONS.
- REQUIRING SICK NOTE.
- WORSENING OF CHRONIC PROBLEM WITH SYMPTOMS REQUIRING PROMPT ATTENTION.

For Emergency ailments, there are no group restrictions, an appointment for that same day will be issued with a GP or a Nurse Practitioner depending on emergency duties. Weekend Clinics are strictly for emergency appointments only.

## How to cancel an Appointment

Please assist the Gibraltar Health Authority by cancelling any appointments you will not be able to keep. You can do this by filling in a form on the GHA webpage <http://www.gha.gi/cancel-an-appointment/> or by calling Tel: +350 20043331.

## Repeat Prescription Service

Our new repeat prescription service will allow some patients to request a repeat for their medication without always having to see a GP.

If you are running out of medication, you have a stable medical condition and your tests are up to date, you may meet the requirements to receive a repeat prescription before your appointment with your GP. The clerk at the "Repeat Prescriptions desk" will:

- Ask you for your last prescription.
- Register your details and print a list of medications that you regularly take.
- Ask you to select the medications you need and for how long.

Subsequently, the clerk will book a note for your GP and ask them to check your records. Once your GP finds that everything is in order then:

- You will be informed that your prescription will be ready for collection from the "Repeat Prescription desk" in 2-3 days.
- On collection of the prescription, the clerk will ask you to sign the form with the list of medications you selected, to confirm that you have received the prescriptions.
- It is possible that your GP issues a repeat prescription but needs you to have some tests before your next review. In this case the clerk will book you an appointment with a GP as soon as possible.
- Your GP may feel that they need to see you, in this case please allow your GP to give you the best possible care and book an appointment to be seen.

## Sick Note Service

Our new sick note service operates from Monday to Friday from 9am to 4pm, as follows:

- Patients who require a sick note for minor self-limiting ailments, that do not need to be seen by a doctor, but who need rest and self-care at home, can phone 20007888, where a fully trained nurse in telephone triage will be happy to assist.
- Sick notes can only be issued for a maximum of two days at a time and once every three months.
- Sick notes can be collected and signed for by a friend or relative on the same day.
- This service is not available to extend your medical certificate. If you require extending your medical certificate we recommend you visit your GP.