**CONTACT US MONDAY TO FRIDAY 8AM to 6PM EXCLUDING BANK HOLIDAYS**

**BETWEEN 6-6:30PM? If urgent call 0300 555 5252**

**OUTSIDE THESE TIMES? PHONE 111 or 999 depending on medical urgency**

**Nursing care**

**Social prescriber**

**Social care**

**Paramedic appointment**

**Mental health support**

**GP Referral**

**Self-care advice**

**Pharmacist**

**Self-referral signposting**

**First Contact Physio**

**Home visit**

**GP appointment**

**THE CLINICAL HUB**

**OUR TEAM OF EXPERIENCED LIGHTHOUSE MEDICAL PRACTICE GPs AND ADMINISTRATORS WILL:**

* **Review your request based on the information you have provided.**
* **Assess what kind of help you need, or request more information if necessary.**
* **Agree and communicate a plan of action with you, in most cases on the same day before we close.**

**HOW TO GET HELP FROM THE LIGHTHOUSE MEDICAL PRACTICE**

**REQUESTS FOR HELP FROM A DOCTOR:**

* **We will ask for some brief information about your request.**
* **We will ask you how urgent you think your request is.**
* **We’ll check if you have phone that can access the internet.**
* **Your request will be passed to our CLINICAL HUB straight away.**

**NURSE APPOINTMENTS OR ADMIN QUERIES CAN BE HANDLED DIRECTLY BY RECEPTION.**

**IN PERSON**

**You can ask for help at our reception desks**

**TELEPHONE**

**COLLEGE RD: 01323 735044**

**IAN GOW: 01323 766358**

**OPTION 1: Medical help**

**OPTION 7: Admin help**

**THE PATIENT SERVICES TEAM WILL:**

* **Pass CLINICAL requests for help to our CLINICAL HUB within ONE HOUR of receipt.**
* **Check ADMINISTRATIVE REQUESTS the same working day. They will be actioned according to urgency and need within 5 working days.**

**ONLINE**

**www.lighthousepractice.co.uk**

**CLICK ‘CONTACT US ONLINE’**