

Open Access Clinics

Our Open Access Clinics were introduced on 14th May 2018 to help us keep up with demand for appointments and as with most practices across Wales and the wider UK, we have been unsuccessful in recruiting new GPs.

The greatest demand is for 'on the day' appointments so despite trying to help people book in advance, this was less successful than we hoped as it meant we had far fewer appointments to offer people who needed them urgently.

Overall the feedback of our Open Access Clinic has been very positive. However, we are continually making minor changes to the Open Access Clinic since we started them for example a continuation sick note request can be order through reception without the need for an appointment and the GP will action your request, and from the end of the year our receptionists will be trained care navigators and will be able to signpost you to the most appropriate services.

Here are a few tips on how to get the best from our Open Access Clinics.

When are they?

Every weekday morning at Risca Surgery. You can arrive at the Surgery from when we open and doctors start seeing patients from 9.00am. You do not need to ring in advance and your details will be taken on arrival (from 8.00am) which must be before 10.30am.

How long will I have to wait?

This varies depending on a number of factors including demand, capacity and clinical need (i.e. patients needing admission to hospital). Therefore, when all is running well, you shouldn't expect to wait a long period of time.

It is important that patients with ailments that fall into the Common Ailments Scheme use the first port of call and see your Community Pharmacist. Lloyds, Pearn's, Well and Cwmfelinfach Pharmacy can help you and provide free treatment. Ask your pharmacy for a Common Ailments appointment.

Urgent eye problems can be seen by Phillips Opticians in Risca by calling **01633 612294** and you will be seen within 24 hours.

Dental problems need to be seen by a Dentist. If you do not have an NHS dentist please contact Aneurin Bevan University Health Board on 01495 241200 they will be able to help you find one.

Who will I be seeing?

You will see a doctor. All of the doctors working on that particular day will participate in the Open Access Clinic.

Can I request to see a particular GP?

No, unless you want to pre-book an appointment with a specific GP. Unfortunately we cannot guarantee that you will see the doctor of your choice at the Open Access Clinic.

Can reception tell me how long I will have to wait?

It's difficult for them to work this out because of the number of GPs working on each clinic and every consultation with a GP varies in length.

Can I book on-line for Open Access appointment?

We cannot do this as your details are given to the GP when you arrive at the surgery.

Can I use the auto-check in machine at Open Access clinics?

No – please see the receptionist and give your details to them.

Is there a limit on the number of problems I can discuss at an Open Access appointment?

We would like to say yes! You should try to limit your discussions to **1 problem only**, however we accept that sometimes this is not possible. Please be aware that the GPs do have limited time and you may need to book a further appointment to discuss your problems in more detail.

What other options do I have to book an appointment?

Pre-bookable appointments are available up to 1 month in advance. We 'embargo' some slots until 1 week before due date, but you should be able to find something suitable to pre-book if you would like a routine review. These slots are available to book over the phone, in person or online www.riscasurgery.co.uk.

You can also ask to see our Advanced Nurse Practitioner or our Clinical Pharmacist and our receptionists can help you with this.

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How do I get On-line access?

Ask reception for a My Health Online Registration form by popping into the surgery. On-line access gives you appointment booking, repeat prescription booking and view of your allergies and medication.