

Guide for Booking into Parsons Green Appointment Service

Parson's Green Bookable service is now open Monday to Friday 8.30 to 6pm and Saturday 9.30 to 1pm. Patients referred must meet the inclusion criteria (see below)

Patients can be booked directly into the Parsons Green Appointment service in 2 ways:

- **PG Telephone Triage appointment - following completion of econsult with symptoms that fit the referral criteria (triage slots available 8.30 – 12.30)**
- **PG Face to Face Consultation following verbal triage assessment by a clinician within the GP practice – (available 8.30 – 12.30 NP3).**

Please gain and document verbal consent from the patient to share their record with the Parsons Green service and be assessed by the Nurse Practitioners within the service.

- If booking a **PG Telephone Triage following an e-consult** please call the patient and inform them of the time of their telephone triage and gain consent for them to be contacted by Parsons Green.
- If booking a **PG Face to Face Consultation** please gain consent for the patient to be seen at Parsons Green and tell the patient the time to attend for their appointment.

Covid-19

All patients will need to be assessed for Covid-19 prior to being booked into the service. The service is Covid -19 secure and as such, any patient who answers yes to the following questions will not be seen in the service.

Patients will be screened again for Covid-19 risk on attendance at the clinic and will have their temperature checked.

All patients will be asked to wear a mask or face covering when attending for their appointment; unless they are medically exempt.

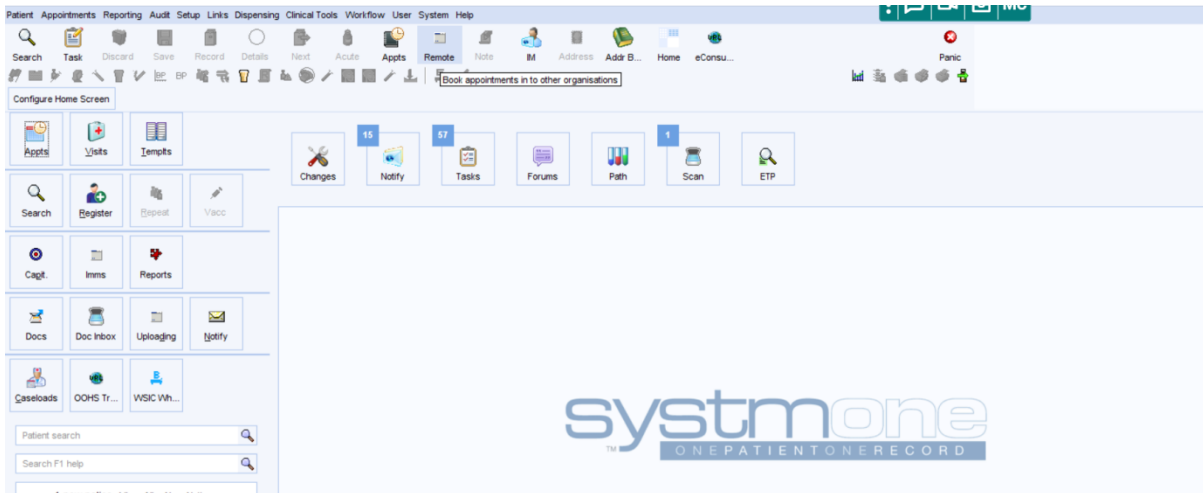
We ask that they attend alone where possible - Carer's will be asked to wait outside unless they are required to support the patient through their treatment. E.g. a parent, translation

We ask that patients attend at their appointment time and not early as they will not be admitted to the centre.

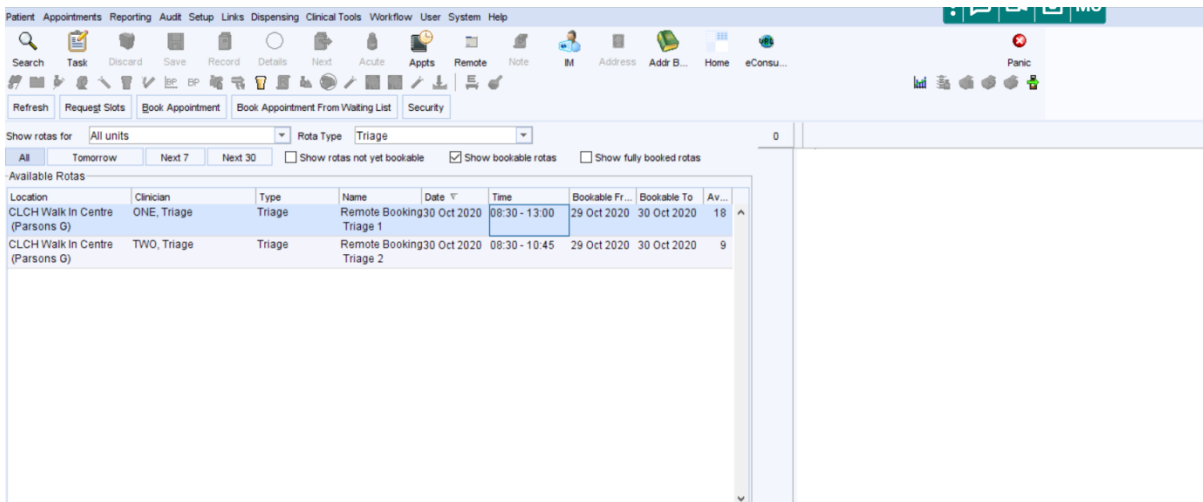
Please advise all patients: We do NOT provide swabs for Covid-19 in this service

To Book a triage slot appointment following completion of E-Consult with symptoms that fit the referral criteria. These can be booked into the 1st and 2nd triage column.

From home page click on remote button



Double click on triage booking



Right Click on required Clinic

The screenshot shows the 'Available Rotas' table with the following data:

| Location | Clinician | Type | Name | Date | Time | Bookable Fr... | Bookable To | Av... |
|---------------------------------|-------------|--------|---------------------------|----------|---------------|----------------|-------------|-------|
| CLCH Walk In Centre (Parsons G) | ONE, Triage | Triage | Remote Booking30 Triage 1 | Oct 2020 | 08:30 - 13:00 | 29 Oct 2020 | 30 Oct 2020 | 18 |
| CLCH Walk In Centre (Parsons G) | TWO, Triage | Triage | Remote Booking30 Triage 2 | Oct 2020 | 08:30 - 10:45 | 29 Oct 2020 | 30 Oct 2020 | 9 |

Below the table, there is a booking interface with a 'Book Appointment' button and a 'Book Appointment From Waiting List' button.

Search Patient and book.

The screenshot shows the 'Appointments Patient Search' dialog box open over the rotas table. The dialog box contains the following fields and options:

- Name search: [] Search [] History [] This Address [] Not Found [] Advanced
- Include deducted patients Include test patients Site: All Sites Columns & Settings
- Date of birth Include patients only registered for remote booking Search on previous surnames
- Fields: NHS Number, First Name, Middle Names, Surname, DOB, I., House Name, House, Road, Postcode, Telephone

The dialog box displays the message: "No matching patients found".

To book Face to face appointments for patients, following an initial consultation/triage by the GP who meet inclusion criteria. These can be booked in the consultation 3 slots. Please put face to face in the notes when making the booking if you have advised the patient to attend the clinic in person.

The screenshot shows the NHS software interface for booking appointments. At the top, there is a menu bar with options like Patient, Appointments, Reporting, Audit, Setup, Links, Dispensing, Clinical Tools, Workflow, User, System, and Help. Below the menu bar is a toolbar with various icons for search, task, discard, save, record, details, next, acute, appts, remote, notes, M, address, add B..., home, eConsu..., and panic. Below the toolbar is a row of buttons: Refresh, Request Slots, Book Appointment, Book Appointment From Waiting List, and Security. Below the buttons is a section for selecting rotas. It includes a dropdown for 'Show rotas for' (set to 'All units') and a dropdown for 'Rota Type' (set to 'Consultation'). An arrow points to the 'Consultation' dropdown with the text 'Select Consultation from dropdown'. Below this are checkboxes for 'Show rotas not yet bookable', 'Show bookable rotas', and 'Show fully booked rotas'. Below the checkboxes is a table of available rotas. The table has columns for Location, Clinician, Type, Name, Date, Time, Bookable Fr..., Bookable To, and Av... The first row is highlighted in blue and contains the following data: Location: CLCH Walk In Centre (Parsons G), Clinician: THREE, Consultant, Type: Consultation, Name: Consultation 3 (AM), Date: 21 Oct 2020, Time: 08:30 - 14:00, Bookable Fr...: 20 Oct 2020, Bookable To: 21 Oct 2020, Av...: 8. Below the table is a section for 'Selected Rota Information' with various input fields for Location, Clinician, Rota type, Rota name, Time, Appointments telephone, Main telephone, House name, Road, Locality, Town, County, Postcode, and CCG. The fields are populated with the following information: Location: CLCH Walk In Centre (Parsons G), Clinician: Consultant Three, Rota type: Consultation, Rota name: Consultation 3 (AM), Time: 21 Oct 2020, 08:30, Appointments telephone: (empty), Main telephone: 02081024300, House name: Parsons Green NHS Walk-in Centre, Road: 5-7, Parsons Green, Locality: (empty), Town: London, County: (empty), Postcode: SW6 4UL, CCG: NHS Hammersmith and Fulham CCG (08C).

Right Click on Consultation 3 Clinic

SystemOne GP: CHESSA, Marcella (Miss) (Receptionist Access Role) at Lilyville at Parsons Green - Remote Booking

Refresh Request Slots Book Appointment Book Appointment From Waiting List Security

Show rotas for All units Rota Type Consultation

Available Rotas

| Location | Clinician | Type | Name | Date | Time | Bookable Fr... | Bookable To | Av... |
|---------------------------------|-------------------|--------------|---------------------|-------------|---------------|----------------|-------------|-------|
| CLCH Walk in Centre (Parsons G) | THREE, Consultant | Consultation | Consultation 3 (AM) | 30 Oct 2020 | 08:30 - 14:00 | 29 Oct 2020 | 30 Oct 2020 | 9 |

1 Shared rota

Selected Rota Information

Location: CLCH Walk in Centre (Parsons G) House name: Parsons Green NHS Walk-in Centre

Clinician: Consultant Three Road: 5-7 Parsons Green

Rota type: Consultation Locality:

Rota name: Consultation 3 (AM) Town: London

Time: 30 Oct 2020 08:30 County:

Appointments telephone: Postcode: SW6 4UL Find Map

Main telephone: 02081024300 CCG: NHS Hammersmith and Fulham CCG (08C)

Remote Booking Consultation

Book Appointment
Book Appointment From Waiting List

1405 30/10/2020

Search Patient and book.

Appointments Patient Search

Name search Search History This Address Not Found Advanced

Include deducted patients Include test patients Site All Sites Columns & Settings

Date of birth Include patients only registered for remote booking Search on previous surnames

| NHS Number | First Name | Middle Names | Surname | DOB | House Name | House ... | Road | Postcode | Telephone |
|----------------------------|------------|--------------|---------|-----|------------|-----------|------|----------|-----------|
| No matching patients found | | | | | | | | | |

OK Cancel

Parsons Green Health Centre (Formally WIC) – Booked appointment service

The Nurse Practitioner led service 8.30 – 18.00 Mon – Fri providing telephone triage and face to face or telephone/video consultations, Sat 9-1 pre booked appointments face to face or telephone/video consultations.

Symptoms should be acute – present for less than 5 days.

Any Patient with symptoms that possibly could be COVID-19 would need a negative swab in the last 48 hours before they are seen.

General Exclusions;

- **pregnant women or children under 12 years old.**
- **Anyone requiring the following: Repeat prescriptions, reports for insurance/fit to fly, medical certificates, routine referrals, blood tests, chronic disease management (inc. asthma review, BP checks/hypertension management, oral contraception/LARC etc.).**

| Included Condition | Exclusion |
|---|--|
| Allergic Reactions | Difficulty breathing/airway compromise |
| Back Pain/Neck pain | Non-mobile patients, red flags of cauda equina RTC/assault |
| Dermatology rash, skin infection, impetigo, ringworm, insect bite. | Non-blanching rash with fever |
| ENT earache, sore throat, foreign body in ear, sinusitis | Airway compromised Mastoid tenderness Impacted cerumen (wax) |
| Gastrointestinal D&V, gastritis, abdominal pain, nausea | Signs of acute dehydration Traveller's diarrhoea Blood/mucus in stool Hematemesis |
| Genitourinary UTI, pyelonephritis, Foreign body in vagina (e.g. retained tampon), TOP/STI advice only Emergency contraception (oral) | Kidney stones Amenorrhoea UPSI > 120 hours |
| Headache | Neurological compromise |
| Minor Head Injury | Neurological or vascular compromise Loss of consciousness or Reduced GCS RTC/assault |
| MSK Pain (excluding Back and Neck see above) | Anything requiring x-ray including displaced/visible deformity, Non weight bearing and Open fractures Neurological or vascular compromise Reduced GCS RTC/assault Rib injury with respiratory symptoms |
| Ophthalmology – eyelid swelling, abrasions, FB (excluding glass or metal) | Eye pain Orbital swelling or erythema |
| Oral Health – mouth ulcers, facial swelling | Dental pain |
| Respiratory – Require negative covid test within 48 hours of presentation cough, cold, exacerbation of asthma | Haemoptysis Covid symptoms |
| Traumatic Wounds – burns, animal bites, cuts, abrasions | Wounds due to glass, wounds to triangle of face Wounds requiring suture Burns to face and inhalation injuries |