

This is an appointment matrix which our receptionists use when dealing with requests for appointments.
 We trust that you will provide us with correct information when requesting an appointment so that we can best direct you to the most appropriate service
 and determine the most appropriate urgency for your appointment.

The reason we assess the need for appointments is to ensure that you and your family get the best treatment and to allow us to provide urgent services for those who need them most.

PLEASE REMEMBER TO USE OTHER/MORE APPROPRIATE SERVICES FOR THE FOLLOWING CONDITIONS:

MECS (Minor Eye Conditions Service) – for all minor eye problems such as red/sore eye. To access please ring Morans Opticians in New Mills on **01663 742 338**

MSK/first contact physio – for knee/back/shoulder pain – our receptionist will book you in for a telephone appointment with first contact physiotherapy

Pharmacist Med query slots- for all medication query requests – our receptionists will book you in for a telephone consultation with Jane, our pharmacist

IAPT (Improving Access to Psychological Therapies) – self referral for counselling, please ring Trent PTS service on **01332 265 659**

