

## What if I have any questions?

Our Practice staff will be more than happy to answer any questions you might have about this change in service. You can also find additional information on our website, by visiting:

**<https://www.harbourspractice.co.uk>**

**To arrange an appointment please call:  
0300 790 6244**

**The CWIC service has already been tried and tested at another East Lothian Practice. The feedback from patients has been extremely positive:**

‘Absolutely wonderful, couldn’t have asked for more’

‘Helped me from day one, never judged me and always has my best interest at heart.’

‘Really positive experience, I feel confident and happy to talk again’

‘Nurse practitioners have all been amazing, very good service’

‘Excellent service 10/10 Thank you’

# The new way to book a same day appointment



The Harbours Medical Practice are delighted to launch our new service that will support you if you are looking for a same day appointment. This new service will ensure that you are cared for by the right healthcare professional at the right time.

## Our aim is to:

- ▶ Create better access to same day care
- ▶ Create better access to bookable appointments

## What does this mean for you?

### It means better access to same day care

When you telephone your Practice on **0300 790 6244** for same day support you will be asked to press option one from our telephone call menu.

Your call will go to a dedicated team trained to help you get to the right person at the right time. There are a number of different ways you can be helped, including:

- A call-back from the Primary Care Triage Team
- A same/next day appointment with our CWIC (Collaborative Working for Integrated Care) service
- An appointment with your local healthcare professional at your Practice
- If appropriate you may be directed to another form of care such as a pharmacist or optician
- Self care advice.

The Primary Care Triage Team is a specialist service provided by NHS 24 and can only be accessed through your Practice.

Those who need to see a GP will still do so, but for some, their needs will be best met by seeing another health professional.

East Lothian Health and Social Care Partnership's CWIC (Collaborative Working for Integrated Care) service is a team of multidisciplinary health professionals who support practices and includes:

- Advanced Nurse Practitioners
- Mental health specialist
- Nurse practitioners
- Physiotherapy specialists

The CWIC service is based at:

### **Musselburgh Primary Care Centre**

Inveresk Road, Musselburgh  
East Lothian, EH21 7BP

If you require information on how to get there, please visit your Practice website, the **[travelinescotland.com](http://travelinescotland.com)** website or ask the person arranging your appointment for advice.

## Will there be any changes to routine appointments?

No. All routine appointments at the Practice will continue to be booked as normal.