

**Looking for a same  
day appointment?**

**Call  
CWIC  
Direct**



**0300 790 6292**

Mon-Fri 8:30am-10:30am

**CWIC Service**

*Care When It Counts*

**Providing a same day primary  
care appointment service**

[eastlothian.gov.uk/health-services](http://eastlothian.gov.uk/health-services)

# CWIC SERVICE

## Same day appointment service

The CWIC team provides same day assessments, diagnosis and treatment for a range of non-recurring acute illnesses.

Patients receive an initial assessment over the phone, and if required the CWIC team will offer an in person appointment at Musselburgh Primary Care Centre.



## Why use CWIC?

The CWIC team are qualified to assess health needs and determine plans for care through autonomous decision making, care planning, care management and instigating any appropriate investigations or referrals to secondary care.

Meaning you can either be provided with a prescription, support or advice, or indeed be referred to more specialist teams depending on the nature of your condition.

## Benefits of using CWIC

- ✓ Same day appointment service.
- ✓ Access to a range of multi-disciplinary team of clinicians.
- ✓ Onward referrals to specialist teams if required.

# MULTI-DISCIPLINARY TEAM



## **Administration Team**

The Administration Team are on hand to assist you on arrival and can respond to any additional queries.



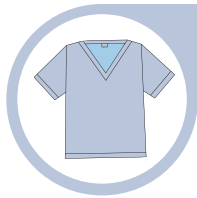
## **Nurse Practitioner (NP)**

Nurse Practitioners can assist patients to manage a range of acute illnesses. Following an assessment of the patients' needs, they can prescribe if necessary.



## **Advance Nurse Practitioners (ANP)**

Advanced Nurse Practitioners have completed advanced training to support patients with a wider range of presenting concerns. They can prescribe if necessary.



## **Physician Associates (PA)**

Physician Associates are trained in taking medical histories, examinations, diagnosis, and management planning. They do this alongside GPs who also support the prescribing part of any patient management plan.



## **General Practitioners (GP)**

GPs assess patients in the same way as the other members of the CWIC team, but have a mixture of clinical backgrounds and can also provide support in certain areas such as dermatological conditions, woman's health, prescribing for PAs and training staff.

# CONTACTING CWIC

## Direct Access to the CWIC Clinical Team

East Lothian Health and Social Care Partnership are now offering patients direct access to arrange a same-day appointment with our CWIC clinical team.

**If you are:** over 12 years, not pregnant and calling regarding a new illness/concern, you can:



**Call CWIC on 0300 790 6292**  
Mon-Fri 8:30am – 10:30am

Your call will be directly answered by a member of the CWIC team who will ask a few short questions before arranging either a face-to-face or telephone consultation. Please note you may be directed to a service more suited to your needs

## PLEASE NOTE, CWIC are unable to support:



- Patients under 12 years old
- Repeat prescription requests
- Contraceptive issues
- Pregnancy, postpartum or post-natal concerns
- Substance use issues
- Housebound patients
- Long term conditions and/or conditions already being treated by a GP.

**For any of these queries or concerns, please contact your registered GP practice.**



**Care When It Counts (CWIC) Service**  
Musselburgh Primary Care Centre  
Inveresk Road, Musselburgh, EH21 7BP

