



# Westlands Team Approach to Patient Care

**If your need is an emergency please do not contact Westlands, call 999**

**What is your need**

You or someone you care for needs help from a nurse or doctor

You have an administration or medication query that can only be answered from your GP practice

You have a prescription query or need to order a repeat prescription

**How to access**  
(If you do not have access to the internet then we are happy to help you access these services, please ring us on 02392 377514)

If you can not wait to be contacted by your named GP and need urgent same day medical help please fill in the 'Urgent Appointment or Healthcare Need' form on our website

To contact your GP or Healthcare Team please fill in a 'Non-Urgent Appointment or Healthcare Need' form which you can access from our website

If possible please continue to request repeat prescriptions via Patient Access or the NHS App, alternatively you can fill in the 'Prescriptions' form found on our website

**You will be directed to**

**Duty Team**  
GP, Nurse Practitioner, Pharmacist, Home Visiting Team

**Your POD Team**  
GP, Nurse, HCSW, case manager, Clinical Pharmacist, Social Prescribers, First Contact Physio

**Prescription Team**  
Clinical Pharmacist

**You will receive contact back by**

**Same day**  
Text, call, pre-consult form

**7 working day response**  
Pre-consult, text, call, tests

No one will contact you unless there is an issue

**The outcome will be**

Video call, face to face, prescription, routine appointment or home visit (restricted to those patients who are housebound)

Face to face, call, text, video call, referral

Pick up medication from your pharmacy