



LANGBANK
MEDICAL CENTRE

Accountable GP

Information and Guide



This brochure contains information on what who can give you treatment at Langbank Medical Centre and how our appointments system works.

All patients registered with Langbank Medical Practice (including children) now have a named, accountable GP.

Having a named, accountable GP for each patient is a Government initiative and the named GP (sometimes called "Usual GP") takes overall responsibility for the co-ordination of all appropriate services and ensures they are delivered where required (based on the GP's clinical judgement) to each of their patients.

It is important to understand that your named, accountable GP will not:

- Take on vicarious responsibility for the work of other doctors or health professionals.
- Take on 24-hour responsibility for you or change their working hours.
- Imply personal availability for GPs throughout the working week
- Be the only GP or clinician who can or will provide care to you.



How do I know which doctor is my named, accountable, GP?

If you have a repeat prescription, the name of your named, accountable GP will be printed on the white, right hand page of the prescription.

For patients who have electronic prescriptions – or where the Pharmacy orders medication on your behalf – the Pharmacy staff will be able to give you any messages or information on your prescription.

If you do not have a repeat prescription and wish to know the name of your allocated GP, please ask at Reception or check with the doctor or nurse you see at your next appointment.

Can I see another Doctor?

Yes! All our GPs work very closely together and having a named, accountable GP does not prevent you from seeing any doctor at the Practice.

However, if you prefer us to change your named, accountable GP, please ask at Reception and we will do our best to accommodate you.

Please be aware that due to holidays or other commitments, your named/ preferred GP may not always be available.



What happens if my named, accountable doctor leaves the Practice?

If a GP leaves the Practice, the patients who are assigned to that doctor will be moved to the replacement GP.

Please note that if your named accountable GP alters their working hours, you may be assigned a new named accountable GP.

Remember: you can still continue to see ANY clinician at the Practice!

How can you help us to give you the best treatment?

- Be on time for your appointment .
- Try to use your appointment for just one problem.
- Tell us if you cannot attend your appointment .
- Remember that your appointment is for you only.
- Turn off your mobile phone during the consultation .
- Keep us updated with your contact details when they change .



Practice Opening Times

Monday:	8.00am—6.30pm
Tuesday:	8.00am—6.30pm
Wednesday:	8.00am—8.30pm
Thursday:	8.00am—6.30pm
Friday:	8.00am—6.30pm

Reception can be contacted by telephone: Monday—Friday 8.00am—6.30pm

The surgery is closed on Saturdays, Sundays and all Bank Holidays

If you need non emergency medical advice or treatment when the Practice is closed please call: 111.





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@langbankmedicalcentre



@LangbankC