

Advanced Nurse Practitioner (ANP) Appointments

Face to face appointments

- Can only be booked if a patient has **no covid symptoms** and has **not been advised to self isolate**
- Patients **must** wear a face covering and attend their appointment alone if possible
- If a patient has covid symptoms they **must not** be booked a face to face appointment unless they have a recent negative PCR test. **A negative lateral flow test is not sufficient**
- Please adhere to appointment guide below which will be updated as covid level changes
- Strictly **one** problem per 15 minute consultation
- If patients are **unable** to provide a photo for the symptoms in the purple list they can be booked in on a face to face appointment – **except sore throat as at present it remains clinically unsafe to examine nose and throats**
- If unsure which type of appointment to book please do not hesitate to ask an ANP

FACE TO FACE

Abdominal pain

Breast pain / lumps

Deep Vein Thrombosis (DVT)

- throbbing or cramping pain in 1 leg (rarely both legs), usually in the calf or thigh
- swelling in 1 leg (rarely both legs)
- warm skin around the painful area
- red or darkened skin around the painful area
- swollen veins that are hard or sore when you touch them

Earache

Lumps

TELEPHONE CALL

Anxiety & low mood

Asthma – acute exacerbation only

Back pain

Chest infection

Chest pain - if the pain

- comes and goes
- goes away quickly but they are still worried
- or if they don't have a heart condition

Cold & flu

Constipation

COPD - acute exacerbation only

Cough

Diarrhoea

Dizziness

Emergency contraception

Fever

Haemorrhoids (piles)

TELEPHONE CALL & PHOTOGRAPH

Allergies

Conjunctivitis

Eczema

Eye problems - minor

Oral thrush

Rashes

Scabies

Skin infections

Sore throat – **not appropriate for face to face at present**

Swollen legs, ankles and feet – bilateral (both) & new onset

Hay fever

Headaches

Head lice

Indigestion

Pulmonary Embolism (PE)

- pain in your chest or upper back
- difficulty breathing
- coughing up blood

Joint pain

Shortness of breath

Sinusitis

Swollen glands

Threadworms

Tonsillitis

Urinary tract infections (UTI) & urinary problems

Vaginal discharge, irritation, thrush

Vomiting

EXCLUSION

Chest pain – Advise patient to call **999** if they have sudden chest pain that:

- spreads to their arms, back, neck or jaw
- makes their chest feel tight or heavy
- started with shortness of breath, sweating and feeling or being sick
- lasts more than 15 minutes
- or already have a heart condition

They could be having a heart attack and may need immediate treatment in hospital

Complex medical problems

Internal examinations - rectal or vaginal

Long standing medical problems

Long-term conditions

Medication reviews

Multiple problems in a 15-minute appointment

Routine blood tests

Routine referrals to hospital

Routine wound dressings