

# MENSTON AND GUISELEY PRACTICE

Dr R A Kenneth

Dr I Syed

Dr V Barr

	119 Main Street Menston Ilkley LS29 6HT Tel: 01943 872113 Practice Code: B86052		Park Road Medical Centre 44 Park Road Guiseley LS20 8AR Tel: 01943 873332 / 874151 Practice Code: B86052
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Dear Patient

We are writing to you regarding some important changes to the way our Emergency Surgery service works.

To date, our Emergency Surgery has been a service whereby patients can attend prior to 10:15am and be seen by a Clinician on the day without the need to provide any additional information at the time of checking in. Unfortunately we have reached a point where it is not sustainable to continue the service in its current format; the number of patients attending has increased substantially over recent years and we are seeing more and more instances where patients are attending with routine problems that would be more suited to a pre-bookable appointment.

We appreciate that this service is highly valued by our patients, and we regularly receive positive feedback. Therefore in order to maintain the service, we will be implementing changes to help manage capacity. The new format has been devised in consultation with our Patient Participation Group and all patients will still be triaged by a GP on the day; however, you may be referred to an alternative service or be given a bookable appointment based on your clinical need and **you may not be seen on the day.**

The new format for Emergency Surgery is as follows:

1. Patient checks in for Emergency Surgery via Reception.
2. Reception will provide the patient with a form to complete which includes symptoms, timeframe the symptoms have been present and the patient's preferred outcome from attending. This must be completed before a patient can be seen.
3. This information will be passed to a GP who will triage from the information provided.

Following the triage, one of the following actions will be taken:

- A Clinician will see you in Emergency Surgery.
- The GP will refer you to an alternative more appropriate service (further details below).
- The GP will request that you are given a booked appointment within an appropriate timeframe based on clinical need. This may be in a few days, or the following week and we have appointments allocated for this.

**Please be assured that if there is a clinical need for you to be seen on the day, you will be seen.**

**E-Consultation Forms:**

You can contact us online using our e-consultation forms by visiting our Practice website. On the homepage you will see a green banner stating “Contact us online.”

E-consultation forms can be used for:

- Admin queries - fit note requests, recent test results, referral follow ups etc.
- Medical Requests – tell us about a new or ongoing non-urgent medical problem; you also have the option to attach a photo along with the form if required. The information given will be triaged by a GP and you will be contacted within 2 working days to arrange the appropriate action; this may be a prescription, to arrange an appointment with a GP or another suitable service.
- Access self-help online via the NHS website.

### **Alternative Services available to patients:**

There are a number of alternative services that can be accessed without the need to see a GP and in some cases, this may be more appropriate for your requirements.

### **Healthy Minds:**

Healthy Minds is a Mental Health service and is suitable for patients over 18 years of age who are feeling anxious, stressed, low, tearful, have been bereaved or want to talk about medication for low mood or anxiety.

They are a telephone based service and can help you explore and understand the nature of your symptoms, help develop coping mechanisms, make you aware of other services which may be able to offer help and support, discuss medication to help you cope and also discuss whether time off work may be required; they can also issue fit notes if required.

You can book an appointment with Healthy Minds by contacting Reception.

### **Pharmacy First:**

There are a number of conditions that your local Pharmacy can treat, without the need to see a GP. You may also be referred via the ‘Pharmacy First’ Scheme if you attend with one of the following:

- Bites/stings
- Coughs and colds including sinusitis
- Earache, blocked ears, and hearing problems
- Conjunctivitis, dry eyes, sticky/irritable eyes, eyelid problems, watery eyes
- Gastric/Bowel issues – constipation, diarrhoea, infant colic, heartburn, indigestion, haemorrhoids, rectal pain, vomiting
- Gynaecological issues – thrush, discharge
- Low level aches and pains
- Acne, spots, athlete’s foot/blisters, dermatitis, hair loss, hay fever, nappy rash, oral thrush, ringworm, allergy rash, scabies, warts/verruca’s
- Cold sores/blisters, flu-like symptoms, hoarseness, mouth ulcers, sore throats, teething, toothache
- Swelling – ankle, foot, thigh, buttock, wrist, hand, finger
- Urine infections
- Shingles and Impetigo
- Blood pressure checks

The Pharmacy can also prescribe medication for some of the above conditions.

**First Contact Diagnostic Physio:**

We offer Physio appointments via our Extended Access service. These appointments can be booked via Reception without the need for a referral.

The Physio service can diagnose MSK problems, refer for x-rays and scans if required and liaise with the GP to provide pain relief if needed.

**Extended Access Appointments:**

We offer appointments on Saturday and Sunday at Park Road Medical Centre as part of our Extended Access Service.

Appointments are available with:

- GPs
- Nurses
- Health Care Assistants
- Pharmacists
- Physios
- Healthy Minds

The Nurses/HCAs are able to carry out the following:

- Blood tests
- Blood pressure checks
- NHS Health Checks
- Stitch/staple removal
- Diabetic foot checks
- Asthma reviews
- Smears
- COPD review
- Pill checks

Please contact Reception if you would like to book a weekend appointment.

**Pharmacists:**

We have a team of experienced Pharmacists within our Practice who offer telephone appointments for any queries related to medication. Please contact Reception if you would like to speak to a pharmacist.

We hope that by providing information on these additional services, patients are able to book with the most appropriate clinician or service in the first instance. It is hoped that this will help to reduce waiting times in both Emergency Surgery and for routine bookable appointments going forward.

Many thanks for your cooperation and patience whilst we implement these changes.

Yours sincerely

**The Menston and Guiseley Practice**