

RING 999 for :

Breathing difficulties

Chest pain

Collapsed and now unconscious

New onset of facial weakness

Seizure

Sudden function loss (speech / limb)

URGENT CARE / A&E

Fall (unable to bear weight)

Foreign body in ear / nose

Foreign body in eye with pain

Head Injury

Injury / fracture / trauma requiring X-ray

Minor injuries

Prolonged nosebleeds

Loss of consciousness now recovered

Severe burns / scalds

EMERGENCY ADVICE AND OUT OF HOURS CARE

URGENT MEDICAL ADVICE is available 24 hours a day, 7 days a week, every day of the year.

CALL 111 ...

- **If it's out of hours and your GP surgery is closed**
- **If you need medical help or advice quickly but it doesn't need a 999 ambulance**
- **If you think you should go to A&E or Urgent Care but are not sure**
- **If you need health advice, information or reassurance about what to do**

Your call will be answered by a fully trained advisor supported by experienced nurses and paramedics. They will call a '999' ambulance if it is necessary or advise you whether to visit an out of hours surgery or your regular doctor

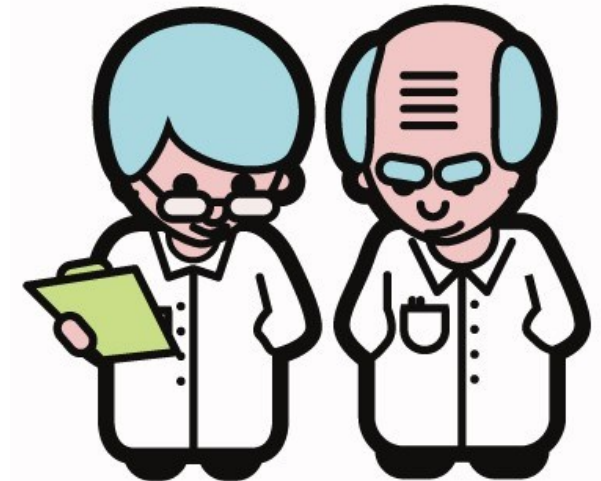
WORDEN MEDICAL CENTRE

West Paddock
Leyland
PR25 1HR

Phone: 01772 423555

Website/email: www.wordenmc.net

Appointments Guide



May 2018

In recent years, the demand for appointments in General Practice has increased to the point that the service is struggling to cope.

With this in mind we have reviewed our appointment system so that our patients are seen by the right person at the right time.

We have invested time in training our receptionists to become care navigators and they will be asking you for a brief description of why you need an appointment.

This does not mean they will make clinical decisions or decide whether you need an appointment. What they will be doing is sign-posting you to the most appropriate clinician or service for your needs or condition.

We will still have a range of GP appointments which can be booked in advance from 24 hours to 31 days ahead and also on the day availability

We have compiled a list of common ailments and conditions and who is the most appropriate service or clinician to see. We have also explained the role of our Nurse Practitioners, Practice Nurses and Health Care Assistant.

Please be assured we are making these changes to enable us to provide our patients with a safe, effective and quality service and we will be reviewing the service on a regular basis.



NURSE PRACTITIONERS

Nurse Practitioners are highly trained specialist nurses who have undertaken additional medical education in order to provide advanced nursing care. They can assess and examine you, make a diagnosis and provide advice and treatment, including a prescription if required. They can also make referrals to specialists if needed.

Nurse Practitioners can treat you for

- Acute back pain, joint sprains
- Acute chest infection
- Breast lump/changes
- Diarrhoea, constipation, piles (ongoing)
- Dizziness,
- Ear infection, swollen glands
- Raised temperature that does not improve after one week of pharmacist's advice and home treatment

- Shingles
- Tonsillitis, cough, sore throat, colds and flu-like illnesses (NB: a cough may persist for up to 3 or 4 weeks after other cold/flu symptoms have gone
- Unusual skin changes
- Urinary tract infections
- Vaginal problems
- Vomiting (ongoing)
- Wounds, scalds, burns, rashes,

This list is not exhaustive - our care navigators have a full list of ailments that our Nurse Practitioners can treat. Nurse Practitioners do not currently treat children under the age of 5. Nurse Practitioners work closely with your GP and can liaise with him/her about your treatment if required

PRACTICE NURSES

- Asthma / COPD review (annual)
- Pill check / contraceptive injection
- Diabetes—diagnosis, review and management
- Cervical Smears
- Healthy Heart / Chronic Kidney disease reviews
- Travel Clinics (vaccinations)

HEALTH CARE ASSISTANT

- Blood pressure check/24 hour Blood Pressure
- Ear syringing
- NHS Health Check / New patient Check
- B12 / flu / pneumonia injections

PHARMACIES SHOULD BE CONSULTED FOR

- Back pain
- Bites and stings
- Burns (mild)
- Chickenpox
- Cold sores
- Colds/flu
- Constipation (new)
- Diarrhoea and vomiting
- Earache
- Emergency Contraception
- Eye, stye or infection
- Fungal infections
- Hay fever
- Head lice
- Heartburn / indigestion
- Minor skin problems
- Mouth ulcers
- Nappy rash
- Nasal congestion
- Piles
- Sore Throat
- Thrush—vaginal / oral
- Worms