

Information to help you

If you need help or assistance with **remaining independent** in your own home please contact First Contact Plus on **0116 305 4286** or for care package and equipment in your own home call Social Services on **0116 305 0004**.

Many of our patients feel they would benefit from having **counselling support**, you can self-refer to this service without needing to discuss it with a doctor either via the online referral form at www.iaptportal.co.uk/ltw.html or by calling **0115 876 0157**.

If you need to reach a **district nurse or one of the community teams** such as the physiotherapists, please call the single point of access on **0300 300 7777**.

If you have a **dental problem**, please contact your dentist as GPs cannot prescribe medication for dental problems. If you need emergency dental help or are not registered with a dentist please call **111** for help and advice.

If you have a form to have a **blood test** from a hospital doctor or consultant please ring **01509 568800** to arrange to have this taken at Loughborough Hospital

Make the **RIGHT** decision

	For common ailments and illnesses: Hangover /grazed knee/ Sore throat/cough	Self-Care
	Feeling poorly and need advice about: fevers / stomach upset / aches and pains / headaches	Pharmacy
	Need help fast and it's not an emergency? unwell?/ confused? /need help?	NHS 111
	For symptoms that don't go away: ear pain / back pain / stomach pain	GP Surgery
	When it's urgent but not life-threatening: Sprains / fractures / minor burns / skin infection	Urgent Care Centre
	Only in an emergency: Loss of consciousness / Severe breathing difficulties / heavy bleeding	Emergency Department



If you are unsure what to do
please read on.....

Your Questions Answered

What is self-care? Be prepared for most common ailments by keeping a well stocked medicine cabinet at home.

What can the Pharmacy help me with? They can help with many common ailments. They can give advice or, sometimes, medicines but will also tell you if you need further medical attention.

What if I need a Doctor but the surgery is closed? During the evening, or at weekends and bank holidays, if you feel you need a doctor call 111 and the operator will guide you with what you need to do. If a doctor is required arrangements will be made for you to speak to one, or to see one.

Should I call 111: What do they do? If you're not sure which NHS service you need, or if you need some help out-of-hours, call 111. You will speak to a highly trained advisor, who will ask you a series of questions to assess your symptoms. You will then be directed to the most appropriate medical care.

Should I call 999, or go to the Emergency Department?

999 Emergency Ambulances and Emergency Departments provide vital care for life-threatening emergencies, such as loss of consciousness, suspected heart attacks, breathing difficulties, or severe bleeding that cannot be stopped. Calling an ambulance or attending the Emergency Department when not needed puts huge pressure on these services, and is costly to the NHS. If you're not sure it's an emergency, call 111 for advice.

**Ring at the RIGHT TIME
To the RIGHT PERSON
To get the RIGHT CARE**

How your Doctor can help you

The doctor can speak to you on the phone if you think it is more appropriate than visiting the surgery.

The receptionist can book you an appointment to see the doctor. You can book some appointments, and order your repeat prescriptions on line. Ask the receptionist how to do this.

For patients whose illness prevents them from attending the surgery, a doctor can phone you to assess whether a home visit is necessary.

How can I help my Doctor?

If you cannot attend your appointment, or no longer need it, please ensure you cancel it.

Emergency Only Surgeries: when you hear a message on the telephone system saying that the surgery is operating an emergencies only surgery, please only book an appointment if you have a problem that genuinely can't wait until the next day.

Repeat Prescriptions: Make sure you order your repeat prescription in good time, at least 48 hours before you run out.

Travel Vaccinations: Make arrangements for travel vaccinations in good time.

Medicines Wastage: Every year many millions of pounds of NHS money are wasted because we do not manage our repeat prescriptions carefully. However you get your repeat prescriptions please ensure you only order the medicines you will need for the next month.

Antibiotics: Antibiotics will only be prescribed if in the opinion of your doctor they are needed.

"Together we all make up part of the healthcare jigsaw to get you better. Help us to help you. Choose Well."