

## USEFUL CONTACTS

Before going to the Accident and Emergency department please consider other options that are available to you.

**A&E SHOULD ONLY BE USED IN AN EMERGENCY.**

### NHS 111

For all advice relating to urgent symptoms when the surgery is closed

### South Bristol Urgent Care Centre (has Xray facility)

Hengrove Park, Whitchurch Lane, Hengrove, Bristol

**0117 342 9692**

Walk in service for minor illness and injuries (nurse led)

8am—8pm 7 days per week

Buses 20, 36, 75, 76, 90

### Minor Injuries Unit Southmead (has Xray facility)

24/7 seven days per week inc bank holidays

Gate 35, Level 0, Brunel building, Southmead Hospital, Southmead Road,

Westbury-on-Trym, Bristol, BS10 5NB

**0117 4145100 or 0117 4145101**

Buses 18, 76

### Yate West Gate Centre – Minor Injury Unit

Monday to Friday: 8.00am – 8.00pm

Weekends/Bank Holidays: 8.00am – 8.00pm.

21 West Walk, Yate, Bristol, BS37 4AX

**01454 315 355**

### BRI Emergency Dept (24 hours)

Marlborough St, Bristol, BS2 8HW

**0117 923 0000**

### Bristol Children's Hospital (A&E 24 hours)

Marlborough St, Bristol, BS2 8HW

**0117 927 6998**

### NHS Dental Helpline

0845 120 6680

### NHS Information Authority

NHS Choices

[www.nhs.uk](http://www.nhs.uk)



## Health Navigation Patient Guide

Seymour Road, Easton, Bristol, BS5 0UA

Tel: 0117 9027145

[www.charlottekeelmedical.co.uk](http://www.charlottekeelmedical.co.uk)

### Building Opening Hours

Monday 08.30-18.30

Tuesday to Friday 08.30-12.30 and 13.30-18.30

We offer some Saturday, early morning and evening appointments

### Our telephone lines open at 08.00 Mon– Fri

If non urgent query, our lines are less busy after 11.00.

For Test Results—Please call after 14.00

If you have an urgent medical problem when the surgery is closed you need to telephone the **NHS 111 service**. They will direct you to the most appropriate service for your needs. Dial **111** on your telephone.

## What is Health Navigation?

Health Navigation involves asking patients a few questions to understand the nature of their call/visit using clinically designed protocols. This enables the Patient Co-ordinator to offer the most appropriate professional for the patient, which may not necessarily be a GP.

Our Health Navigation has been designed internally at Charlotte Keel Medical Practice by our GPs, Clinical team and administrative staff to make sure that it is safe, easy to use and patient friendly. All of our Patient Services Team have received internal training to enable them to become effective Patient Co-ordinators and they adhere strictly to confidentiality rules at all times.

*Health Navigation is not a clinical consultation and it does not make a diagnosis or plan treatment. It merely connects the patient with the most appropriate person or service.*

## Why is Health Navigation necessary?

All GP practices struggle with the number of patient requests for GP appointments, with demand out-weighting the number available. There are a large number of patients that still see GPs for issues that could have been dealt with more effectively and quickly by other professionals making it increasingly difficult to get a GP appointment for those that really need to see a GP.

The aim is to improve patient access to health care professionals and other services ensuring that patients are seen by the professional best qualified to deal with their needs, which allows GPs to focus on the things only they can do.

1

We are introducing Health Navigation on a phased basis to allow us to

## SELF CARE FOR LIFE - TAKE CONTROL

### Childrens Illnesses—Download HandiApp

NHS recommend downloading the HandiApp - This gives 1st line advice on what action to take with common child illnesses.



## THANK YOU TO ALL OF OUR PATIENTS!

All of the staff at the Practice, particularly the Clinical Team would like to thank you for your ongoing understanding and consideration of the challenges we face in the current NHS.

We are grateful for any efforts mind to find a more appropriate provider of care in circumstances where other services are available.

6

## Can you look after yourself?

These conditions respond well to self-care

- Coughs and colds
- Diarrhoea
- Earache
- Flu
- Hangover
- Minor grazes
- Sore throat
- Sunburn
- Viral illness

## Are you housebound and already see District Nurses?

01173 773356

- Catheter problems
- Dressings
- End of life care
- Hospital discharge care
- Injections
- Ulcer care

## Who else can you contact directly?

### Health Visitor

- Abuse concerns
- Healthy eating
- Post natal blues
- Preschool issues
- Support at home

0117 9027101

### School nurse

- Bedwetting
- Behaviour issues
- Bullying
- Developmental screening
- Drug advice
- General support
- Health education
- Immunisations
- Safe guarding
- Safe sex
- Signposting services
- Stop smoking

0117 9027101

### Midwife

- Normal antenatal care
- Pregnancy advice
- Antenatal care

0117 9027103

### Citizen Advice Bureau—Can book directly or through Reception Desk

- Benefits advice
- Debt information
- Discrimination
- Employment advice
- Financial worries
- Housing / Work Issues
- Law and rights
- Tax

## How will this benefit me?

By seeing the right person first time patients will be able to receive treatment quicker. In turn it should become easier for patients to get an appointment with the GP when they need it, and shortens the wait to get the right help.

## What can I expect?

Our Patient Co-ordinator will ask some questions about your symptoms, how long you have had them to determine the best professional or service.

This may be:

- Directing you to buy over the counter medicines
- Visiting a local pharmacist for advice
- Booking an appointment with a different clinician within the Practice.
- Directing you to a minor injuries unit or A & E
- Asking you to dial 999.

## Where else can I go for help and advice before contacting a GP?

- [www.patient.co.uk](http://www.patient.co.uk)
- NHS Choices
- Download HandiApp—For advice on children's illnesses
- [www.charlottekeelmedical.co.uk/](http://www.charlottekeelmedical.co.uk/)

*Continue for further specific guidance....*

## IS YOUR LIFE IN DANGER— CALL 999

- Central crushing chest pain (*Possible heart attack*)
- One sided facial droop / arm / leg weakness / Loss of speech (*possible stroke*)
- Fever with pallor/paleness, breathlessness, confusion (*possible sepsis*)
- Severe breathlessness/pain on breathing
- Severe and uncontrollable bleeding
- Allergic reaction—With Loss of consciousness or difficulty breathing (*Possible anaphylaxis*)

## HAVE YOU GOT A MEDICAL EMERGENCY? GO STRAIGHT TO A&E

- Severe back pain—with new pain down BOTH legs or weakness of legs or loss of bladder control.
- Eye foreign body or pain with sudden loss of vision in either/both eyes. (Eye Hospital Emergency Dept—08.30-16.30 or A&E outside of these hours)
- Severe Head injury with loss of consciousness, vomiting or drowsiness.
- Toothache with swelling up to the eye or affecting airway
- Unable to pass urine completely

## DO YOU NEED THE MINOR INJURIES UNIT?

- Injury - With suspected fracture (**NOT CHEST/RIB FRACTURES**—If chest or rib call GP Surgery)
- Lacerations that appear to need stitches
- Burns & Scalds (Larger than 50p piece)

See page 7 for details of local Emergency Departments and minor injuries units.

## DO YOU NEED A PHARMACIST?

They can help with various conditions and if not, they will send you to your GP Surgery.

- Allergies
- Athletes foot
- Bites and Stings (Insect)
- Bloating and wind
- Blood Pressure check
- Back pain/Leg Pain/Joint Pain
- Chicken Pox
- Cold sores
- Conjunctivitis (Adult)
- Constipation
- Cough and cold/flu
- Cystitis
- Dermatitis and eczema
- Diarrhoea
- Ear wax / Ear ache
- Emergency Contraception
- Fever
- Fungal Infections
- Hand, foot and mouth
- Hay fever +18
- Headaches/migraines
- Headlice
- Indigestion
- Irritable bowel
- Injury- no suspected fracture
- Medication to delay period
- Mouth ulcers /sores
- Nappy Rash
- Nasal congestion
- Neck Pain
- Piles
- Pregnancy Test
- Rash or swelling (minor)
- Ringworm
- Runny nose
- Scabies
- Sinus problems
- Sleep problems/Insomnia
- Sore throat
- Stomach Pain (Not severe)
- Styes
- Sun burn
- Teething problems
- Thread worms
- Thrush
- Urine infection (not Male/Pregnant/+65)
- Viral infections
- Vomiting (Can drink/less than 3days)
- Warts/ Verruca
- Wounds without infection