



APPOINTMENT CHANGES

In response to feedback we have received from many patients the practice has decided to make more appointments available to see your own doctor.

Over the last few months an average of 100 patients per week did not attend their booked appointments. Because of this our other patients have been losing over 5200 appointments or 867 clinical hours in the last year and have struggled to book appointments.

To avoid this loss of appointments and to make more appointments available we have taken the decision to book only one week ahead for all doctor appointments. Practice nurse appointments remain pre-bookable for up to 4 weeks in advance.

We will continue to ask patients to cancel in advance the appointments they are unable to attend and will monitor those appointments still being missed.

Requests for same day appointments will be handled and seen by our experienced nurse practitioners. All appointments are pre-booked and in order to be fair to all other patients we cannot see patients walking in and expecting to be seen. It is also clinically safer to phone the surgery in advance in order to be directed to the right person within the clinical team.

Patients have been telling us that they value continuity of care. In freeing up more doctor appointments we want you to be able to see again the GP who examined you, arranged your referral or arranged further tests and who can best provide appropriate follow up. The GP will know about your problem and you won't have to repeat yourself again.

Receptionists are instructed by the doctors to support their work by enquiring about the nature of the medical complaint or issue. Receptionists are trained to do so and full confidentiality is assured. For private and personal matters the receptionist will only enquire about the minimal necessary information required to give patients the right service at the right time.

Many of you will be aware of the difficulties of GP services in the NHS. There has been wide press coverage of the negative impact of austerity on the NHS as well as the lack of GPs. Neglect of Primary Care has not allowed GP services to grow in line with hospital services and underestimated the generally rising demand for GP services.

Littlewick has always been fortunate to be able to recruit and train competent new GPs. We are pleased that our work has been recognised in the outstanding rating we received by the Care Quality Commission (CQC). We have been able to develop and offer a wide range of services under one roof. In next month's newsletter we will focus on self-referral options for patients to a wide variety of services.

We hope that these changes to the appointments system will improve your experience and as always we will be monitoring these changes. We'd like to thank you in advance for your support and understanding as we develop our new appointments system.

PHARMACY FIRST

What is a minor ailment service – “Pharmacy First”?

Everyone can go to their pharmacist for free advice or to buy a medication for a minor ailment. This service is called “Pharmacy First” and means that you can get advice, treatment or medicines for common less serious illnesses from a community pharmacy, without having to make an appointment with your GP.

Free advice and treatment for minor ailments, without a visit to your GP

- | | | |
|----------------------------|-----------------------|---------------------|
| - Athlete’s foot | - Earache | - Sore throat |
| - Bacterial conjunctivitis | - Haemorrhoids | - Teething |
| - Constipation | - Hay fever | - Temperature/fever |
| - Dental pain | - Head lice | - Threadworms |
| - Diarrhoea | - Insect bites/stings | - Thrush |

Who is the service for?

- If you have any of the minor ailments listed in this leaflet and don’t normally pay NHS prescription charges, then any medicines supplied (if deemed appropriate) under the Pharmacy First Scheme will be FREE.
- If you do pay for your prescriptions, then the cost of the medicine(s) should be much less than the current prescription charges.
- No treatment can be provided for children of less than three months of age. Babies less than three months old should be treated by their GP.
- There is no upper age limit so older family members may be included, and of course all children up to 16 years of age and full time students up to 18 years are eligible to use the service.

Can I go to any pharmacy?

- The scheme is available to everyone registered at a participating surgery in Southern Derbyshire
- A list of participating pharmacies in your area is available from community pharmacies and GP surgeries.
- Alternatively you can check by contacting communications@southernderbyshireccg.nhs.uk or call 01332 888 080.

How do I use the service?

When you or an eligible family member need to use the service you must register with a participating local community pharmacy. You need to bring proof that you do not pay for your prescriptions. You should expect to have a consultation with the pharmacist or trained pharmacy staff. This may take up to 10 minutes. This is to ensure that you get the appropriate treatment and/or advice;. Most pharmacies have a consultation room for this. You will be given advice and medication if necessary and the pharmacist will also tell you the best way to take the medication and other ways to help manage your symptoms. The medicines supplied are only for you.

What should I do if my symptoms persist?

It is IMPORTANT that if your symptoms persist you should seek further advice from your pharmacist or GP.