



Choose Well – An Introduction (Kaye Laithwaite, Choose Well Project manager - NHS Berkshire East)

The Aim of the project:

To inform patients of the NHS services available to them in their local area and direct them to the service best suited to their need. To ensure that by choosing the correct service, patients receive the right care as soon as possible and wait less time to receive care. This should relieve pressure on A&E and GP services.

A survey conducted across 1600 patients in their homes, and 600 patients in A&E and Walk-in Centres revealed that they go to A&E because:

22% One stop resolution (it's always open and they can get everything they need)

17% Worried users (believe their condition is serious, often female carers worried about someone else)

14% Emotionally attached to hospital (Feel that A&E Drs are more qualified, have family being treated at same hospital, or feel hospital is dependable)

14% Confused and dissatisfied (Don't know alternatives, high proportion are immigrants, feel that they are treated poorly at hospital)

20% of some segments ask a non medical professional in the NHS before going to A&E. Over 70% asked a female over a male. 42% say they attempted to contact their GP before going to A&E, with 30% saying they never got past the receptionist. 20% had an injury at work – many told by employers to go to A&E

There was clearly a need to point people in the right direction!

Self-Care (Nurse Debbie Roberts, Cookham Medical Centre)

Pain and Fever: Keep Ibuprofen and Paracetamol in your medicine cupboard, for pain and fever.

Back Pain: Take regular painkillers, and gentle heat. Board under mattress. If no improvement after few days, see GP.

Burns & Scalds: Apply lots of cool water. Do not burst blisters. If burn more than 4 inches across, or on face, or lesion broken, see Practice Nurse.

Warts & Verrucae: They will eventually go when your body overcomes the virus causing them. Treatments only effective if used regularly and for some time. Try Duct tape or banana skin!

Cuts & Grazes: Wash area. To stop bleeding apply pressure for 5 – 10 mins with clean handkerchief, or gauze. Apply a plaster if you can bring edges together. Some small cuts may need suturing, see Practice Nurse.

Sprains: I.C.E. (I) Ice, (C) Compression – soft elastic bandage, (E) Elevation – higher than the chair you're sitting on.

Colds, Coughs, Sore throats: Rest, plenty of fluids, take Paracetamol. Steamy inhalations may help. See GP if short of breath, have chest pain, or coughing a lot of phlegm or blood, or do not improve after several days.

Diarrhoea or Vomiting: Unpleasant but rarely dangerous, usually caused by virus. Take plenty of fluids, use Rehydration sachets, monitor children carefully. Take Paracetamol for pain or fever. Phone GP if no improvement after several days, or you have been abroad.

Medicine Cabinet: should contain, Paracetamol & Ibuprofen, Rehydration sachets (Dioralyte), Plasters, Sterile Gauze, Antiseptic cream, Soft Sterile Bandage, and bag of peas in freezer (marked for 'Medical use only' as an ice pack!)

NHS Direct (0845 46 47)

For any queries about where to obtain help. 24 hours a day, will provide advice via telephone for who to contact and where to go to see help.

Pharmacist (Neelm Saini, Pharmacy Manager, Cookham Pharmacy)

Why use a Pharmacy?

- To request/collect prescriptions
- To buy medicines/toiletries
- For advice on how to get the best out of my medicine/use them
- Advice on an ailment for all the family

Why use a pharmacy over other services?

- Free Health Advice Face-to Face
- No appointment needed, just turn up!
- Walk-in/phone up
- Less formal setting – Consultation Room available for extra privacy!!
- Signposting to other Healthcare Services
- Confidentiality maintained

What can be treated over the counter?

Coughs, colds, sore throats, diarrhoea, constipation, indigestion, IBS, nausea, pain (period, back, arthritis ...), thrush, cystitis, fungal infections, conjunctivitis, minor eye infections, dry eyes, sore eyes, head lice, ear wax, dermatitis, threadworms, hayfever, allergies, help with weight loss, BPH, smoking cessation, skin conditions, first aid, children's ailments,

Services available from the Pharmacy

- MUR's – Medicine Use Reviews/ Medicines check
- Stop Smoking Advice & counselling service
- Chlamydia Screening service
- Delivery Service to the elderly & housebound (please ask for details)
- Incontinence advice & wide range of products available for purchase
- Free repeat prescription request & collection service
- Promoting self care through experience & product knowledge
- Waste Medicine disposal

GP Surgery (Dr Azmy Birdi, GP Cookham Surgery)

You should be able to get an appointment with a GP within 2 working days. If you say that you need an emergency appointment, a doctor will telephone you to book an appointment, or give you advice.

When to use your GP?

- When Self-care has not helped
- Feverish children
- Ear pain
- Vomiting
- For infections and persistent symptoms

Services from your GP

- Chronic Disease clinics (Asthma, diabetic...)
- End of life care
- Sexual Health & Pregnancy care
- HIV support

- Parenting & Childcare
- Heart disease support
- And many more...

What else does a GP do?

- GP Training
- Prescription signing
- Visits to the home
- Referrals to specialists
- Out of hours rota

What happens when they're shut?

When your surgery is closed, your call will be put through automatically to the out of hours service. A doctor will call you back, or give you advice on the phone.

St Marks Urgent Care Centre (Ian Rimell, Clinical Review Manager, St Marks Urgent Care Centre)

What does the Centre offer?

- Efficient and Effective Urgent Care Service for:
 - Minor Injury
 - Minor Ailments
 - Onset within last 48 hours
- Access to on site x-ray department
- Onward referral into fracture clinics
- Children over 6 months of age
- Priority appointments in the Out of Hours service

Staff - Nurse Led Unit

- Emergency Nurse Practitioners - Specialists in minor injury management
- Advanced Nurse Practitioners - Nurse Prescribers
- Receptionist

What Minor Injuries can be treated at the Urgent Care Centre?

- Fractures to hand/wrist, foot and ankle
- Cuts and bruises and simple lacerations
- Minor facial injuries
- Dislocated finger and toes
- Eye problems
- Nose Bleeds
- Soft Tissue Sports injuries

What Minor Ailments?

- Bites & Stings
- Panic Attacks
- Diarrhoea and vomiting
- Diabetic problems
- Mild to moderate Asthma
- Skin rashes
- Viral Illness
- Emergency Contraception

The Urgent Care Centre has been up and running for 3 months. How is it doing?

- They have seen 3200 patients
- Minor Injury
 - 1789 required no follow-up
 - 252 were referred to other services
 - 1110 needed follow up with their own GP
 - 6 patients had to be admitted.
- 70% of patient were seen within 30 minutes
- All Patients were treated within 4 hours of attending

Access to the Urgent Care Centre

Call first, (you can book appointments) 03000 24 2000

Open 7 days a week

- 08:30am till 17:00pm Mon-Fri
- 09:00am till 1:00pm Weekends and Bank Holidays

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| Accident & Emergency (A&E) (Dr Ibrahim Alisa, GP Cookham Medical Centre) |
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Wexham Park Hospital

- Over 18 million patients every year turn up at A&E departments across the country, which demonstrates why there is sometimes up to a 4 hour wait to be seen.
- When you arrive at Wexham A&E, you will be triaged (graded as to how urgently you need to be seen). People may arrive after you, but be seen before you. This is because their situation is deemed more urgent than yours.

When should you go to A&E?

Use A&E only if you are seriously ill (life-threatening)

- if you are badly hurt (major accidents)
- If you are experiencing difficulty breathing, or choking
- If you are suffering from severe, persistent chest pain, (for 5-10 minutes or more)
- If you are experiencing stroke symptoms (Droop in face, slurred speech, weakness in arms)
- Blood loss

Deep cuts (which might need several 'layers' of stitching), long cuts (over 2 inches) or cuts to the face. Plastic surgeons are on call 24 hours a day if required

Loss of consciousness (Blacking out) or head injuries

- If you suspect you have broken a large bone, or an open fracture (Bone sticking out)
- Young children or babies who are having difficulty breathing, developing change of skin colour (mottled), drowsier than normal, or having convulsions.

How to travel to A&E

- Call 999 (and an ambulance) if you think your situation may be likely to change, (ie chest pain). The ambulances can do tests on the way, and send information into A&E ready for your arrival. Ambulances carry equipment that may save your life if you get worse.
- Only have a lift from a friend or family member if you are certain that your situation is unlikely to get worse. (e.g. Broken ankle, or cut that has stopped bleeding while compressed).