

Your GP Service is changing

We are finding new ways of working with our healthcare colleagues to improve access to care. The next few pages will tell you all about what is happening.

Your GP is vital in helping you when you are ill, for helping you keep yourself healthy into your old age, for helping you remain independent in your own home, and for helping you keep active for as long as possible.

Your GP works in a team which includes nurses, opticians, dentists, pharmacists, midwives, etc. Everyone provides care based on their own area of expertise. This team is expanding, and as part of the "New Ways of Working" test, new services have been added to GP practices in Inverclyde over the past year. For example a physiotherapist is based



One of Inverclyde's GP practices

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in some practices and would be the person to see first if you had pain in muscles and joints including back pain. Other examples include paramedics and specialist nurses doing some home visits; and practice pharmacists assisting with medicine reviews.

We want you to get the best out of your healthcare service. The last page of this pull out section tells you where to get help in addition to your GP surgery. If you seek help from any of the professional groups they will recommend you see the GP if needed.

We have worked very closely with Your Voice (the local community group) and they have given their full support to this new way of working.



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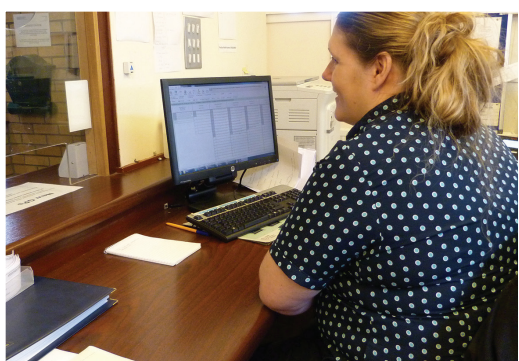
your
voice

Finding the service right for you.

GP Receptionists play a vital role...

As a GP, I want to ensure that each and every one of my patients gets the best healthcare with as little delay or inconvenience as possible. Sometimes, other healthcare professionals (such as Pharmacists and Physiotherapists) have the skills and knowledge a patient needs.

The first person involved in making it easy for my patients to see the right person without delay is the practice receptionist. They will ask you some questions to clarify what kind of problem you have, so they can suggest an appointment with another healthcare professional if that is more appropriate than one with me. Although patients tell me they feel the receptionist is being nosy, this is not the case: they are doing what I have asked them to do. We, like every other GP surgery, have trained our receptionists to take on this role as part of our efforts to provide the best possible healthcare.



New service at your local pharmacy

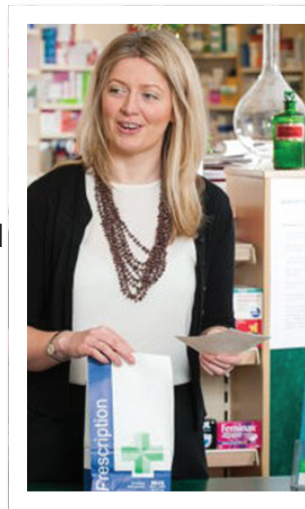
Everyone can go to their community pharmacy for advice or to buy a medicine for a minor illness or ailment. Inverclyde **Pharmacy First** is a new NHS service which means that if your pharmacist decides you need a medicine then they can give it to you on the NHS like your GP.

You can go in without an appointment to see the pharmacist and tell them what you feel is wrong with you. The pharmacist or their trained staff will ask you some questions about you and your symptoms. That lets the pharmacist decide if you will get better without any medicines and, if so, will give you advice on how best to look after yourself. If the pharmacist decides you need a medicine, you will be given the most appropriate one without having to pay for it. The pharmacist will also let you know if you need to see a doctor or what to do if you don't get better in a few days.

The type of problem that the pharmacist can treat includes

acne, athlete's foot, constipation, cough, diarrhoea, eczema, hay fever, impetigo, pain, shingles, thrush and urine infections in women. Your pharmacist can also help if you want to stop smoking or need emergency contraception. If you think you have one of these conditions, you should go to your pharmacy and ask for advice before you make an appointment with your doctor.

Your doctor's surgery might suggest you go to see the community pharmacist before you see a doctor if you have one of these conditions. Your doctor might also want you to see a pharmacist or pharmacy technician in the surgery. They are the experts on medicines and will make sure you understand how to take your medicines and that you get the most from your treatment.



Outside opening hours: call NHS 24 on 111
Text phone 18001 111
Resource online: www.nhsinform.scot

Service that's

Contact your local optician...

Community Optometrist Information



Your community optometrist (optician) is now your first point of contact should you have any problem with your eyes.

**Outside opening hours:
call NHS 24 on 111**

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Inverclyde Dental Practices

What does a Dentist do?



Dentists are the first port of call for dental and mouth problems.

**Outside opening hours:
call NHS 24 on 111**

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Need general health advice?

Check online at NHS Inform!



Self care is often the best if a patient has a minor illness or injury..

Call 0800 22 44 88
www.nhsinform.scot

Choose the right service!



Who should I see if I have a problem?

1. I have a sore red eye.

The optician is the best place to get advice if you have an eye problem whether you are young or old, or whether you wear glasses or don't. Any sudden loss of vision, and you should contact your optician straight away.

2. I have a mouth ulcer which won't go away.

Your dentist is an expert in all problems in your mouth, your jaw and your teeth. If you are not registered, you can still contact a local dentist who will arrange to see you.

3. I have a runny nose and cough.

If these are bothering you, you can find advice at www.nhsinform.scot. If you feel you need a medicine, you can visit a pharmacist.

4. I have a rash which I think might be shingles.

The pharmacist will be able to assess you and decide if it is shingles and if necessary give you treatment straight away free of charge.

5. I think I've pulled a muscle in my back.

You have choices: you can see a pharmacist who can advise you on pain relief. There is excellent advice on NHS Inform on how to manage all sorts of muscle and joint problems. You can refer yourself for physiotherapy treatment by completing the relevant form at your GP practice. Some practices are trying a new system and have a physiotherapist available – ask your GP receptionist.

6. My mother is finding it more difficult living alone at home. I feel she needs more support.

Social care services are experts at finding solutions that allow people to continue living at home. They can tell you what help is available and arrange for support to be put in place.

7. I have diabetes and need advice about how best to look after my health.

Your GP practice team can help look after your health. Your GP receptionist will help you find the best person, often the practice nurse.

Please remember that you should always call 999 if you have a medical emergency.

Choose the right service!



Community Connectors

- Affected by isolation or lacking confidence at any age?
- Increase your Social Interaction
- Connect to services, support and activities
- Telephone 01475 728628



Self Care NHS Inform

- Need general health advice
- Minor illnesses • Sore Throat
- Diarrhoea • Cold / Flu • Vomiting
- Telephone 0800 22 44 88
- www.nhsinform.scot



Social Care

- Benefits advice / money worries
- Support for People at risk
- Assessment for personal / practical support
- Support to live independently
- Telephone 01475 715299



Physiotherapy

- Advice on muscle, joint or back pain visit: [nhsinform msk zone](http://nhsinform.msk.zone) - www.nhsinform.scot
- Further help, self refer to Outpatient Physiotherapy (Adult service only). Self referrals forms available in physio depts & GP Practices.



Pharmacy First



- Pain Relief • Shingles
- Emergency Contraception
- Cough / Cold • Cystitis (Females 16-65)
- Impetigo • Stop Smoking
- Contact your local Pharmacy



NHS 24 Call 111

- Unsure about a symptom
- Need help, can't wait until your regular NHS service re-opens
- Telephone for FREE, dial 111



Optician Services

- Experience sudden loss or changes in vision
- Have sore, irritated, red, sticky or watery eyes
- Contact your local Optician



Dentist Services

- Pain in mouth, jaws or gums
- Facial swelling, bleeding from mouth
- Contact your local Dentist



GP (Doctor) Team

- An illness or injury that won't go away
- Monitoring and management of ongoing conditions
- Contact your Practice

