

Means you can self-refer without a doctor's appointment first

Other professionals you can self-refer to:

Midwife

- Normal antenatal care
- Postnatal care
- Pregnancy advice

Community matron

- Health education
- Improve quality care
- Physical assessments
- Complex patients
- Home visits
- Manage long-term cases
- Reduce admission

School nurse

- Bedwetting
- Bullying
- Drug advice
- Health education
- Safeguarding
- Signposting
- Behavioural issues
- Developmental screening
- General support
- Immunisations
- Safe sex education
- Stop smoking advice

Occupational therapist

- Assess function
- Carpal tunnel syndrome
- Improving daily activity
- Rehabilitation
- Aids & equipment
- Identifying goals
- Maintain independence

Citizens Advice Bureau

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

Carers Association

- Direct Contact Number
- 0151 288 6060

Do you need a telephone appointment?

These can be dealt with by telephone:

- Simple urine infections
- Discussing results
- Medication advice
- Minor illness
- Conjunctivitis
- Ongoing sick notes
- Viral illnesses
- Certain reviews

Do you need a home visit?

Ring before 10:30am and we will assess if:

- Terminally ill
- Bedbound
- Would come to harm if moved

Do you need to see a practice nurse?

Our # Nurses/HCA deal with a range of conditions:

- Asthma
- New Patient Checks
- Travel advice
- Family planning
- Vaccinations / B12
- Blood tests
- Blood pressure
- Cardiovascular reviews
- Diabetic clinic
- Asthma / COPD
- Smear and swabs
- Baby clinic

Perhaps you need to see a GP?

Our website has resources to help you make the most of your appointment:

- Top tips
- Sick notes
- Antibiotics and viruses
- One problem at a time

Why is it so difficult to see a GP?

There is a real crisis in General Practice.

MOORE STREET SURGERY

Get the right help for your
condition by # self-referring



Things to consider before you give us a
call

Tel: 0151 944 1066

www.moorestreetsurgery.nhs.net

START HERE: What this leaflet is about?

The NHS aims to empower all patients to self-care and to seek the most appropriate source of help for their condition. A GP appointment is not always the best option and may even lead to delays in treatment or a poorer standard of care. Studies show that up to 40% of consultations with the doctor are unnecessary. This may be because the doctor was not the best person to see, or the patient may have been able to self-care or refer themselves to the right person without seeing the doctor.

Are we the right people to see?

Given the current crisis in General Practice, appointments are in very short supply. Our other leaflets give a full explanation, but in summary, there are issues with fewer GPs, lack of resources and rising workload. Our limited appointments should only be used for those who truly need us. Please help us to help you by first asking yourself, do you actually need to see us or can you get the right help elsewhere?

Means you can self-refer without a doctor's appointment first

Is your life potentially in danger?

Ring 999 if you have these conditions:

- Anaphylactic shock
- Severe breathing difficulty
- Suspected heart attack
- Drowning incident
- Hypo (Low sugar)
- Deep lacerations
- Suspected stroke
- Looking very poorly or condition significantly deteriorating
- Severe bleeding
- Severe burns
- Choking
- Uncontrollable fits
- Hypothermia
- Suspected meningitis
- Unconscious

Have you got a medical emergency?

Go straight to a major # A&E if you have:

- Severe abdominal pain
- Sudden blindness
- Breathless, can't speak
- Suspected fractures
- Floppy unresponsive baby
- Severe head injury
- Lethargic/drowsy child
- Persistent nose bleed
- Drug overdose
- Swallowed foreign body

Do you need the Minor Injuries (walk in centres)?

These conditions are dealt with by # MIU:

- Bites and stings
- Burns and scalds
- Cuts and grazes
- Eye problems
- Foreign bodies in skin
- Sprain and strains
- Minor wound infections

Do you need to see a pharmacist?

Your # pharmacist can give you advice on:

- Athlete's foot
- Minor allergies
- Bloating and wind
- Cold sores
- Conjunctivitis
- Constipations
- Coughs and colds
- Cystitis
- Dermatitis and eczema
- Diarrhoea
- Ear wax
- Emergency contraception
- Hayfever
- Headaches
- Headlice
- Indigestion
- Irritable bowel
- Mouth ulcers
- Nasal congestion
- Piles
- Runny nose
- Scabies
- Sinus problems
- Sleep problems
- Sore throat
- Styes
- Teething troubles
- Threadworms
- Thrush
- Urine infections
- Verrucas
- Viral infections
- Warts

Can you look after yourself?

These conditions respond well to self-care:

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

Can you refer yourself? or

Who else can you contact directly?

Anything marked # in this leaflet mean you can refer yourself without needing to see a GP first

Do you need a physio?

You can self-refer to # physio for:

- Back pain
- Education
- Exercise advice
- Gait problems
- Joint problems
- Neck pain
- Poor mobility
- Posture advice
- Rehabilitation
- Shoulder pain
- Soft tissue problems
- Sports injuries

Do you need a counsellor?

You can self-refer for # counselling for:

- Anger issues
- Anxiety
- Depression
- Mood problems
- Panic
- Phobias
- Stress
- Trauma
- OCD (obsessive-compulsive disorders)

Do you need social services?

Contact # social services directly for these issues:

- Abuse concerns
- Aids for the home
- Benefits help
- Domestic violence
- Respite care
- Safeguarding issues
- Social issues
- Welfare rights

Do you need to see a dentist?

You must see a # dentist if you have:

- Dental abscess
- Toothache
- Gum problems

Do you need to see a district nurse?

District nurses see the housebound for:

- Catheter problems
- Dressings
- End of life care
- Heparin injections/insulin
- Hospital discharge care
- Wound and ulcer care

Do you need a health visit?

Health visitors see preschool children with:

- Abuse concerns
- Healthy eating

- Postnatal blues
- Support at home
- Preschool issues

Are we just putting you off from seeing us?

No, we are not here to put you off from seeing us if it is appropriate. But as mentioned earlier, up to 4 out of 10 people who come to see us don't actually need to. In fact, it is now official NHS guidance that we actively encourage self-care and self-help and to direct you to see the right person.

Why should you bother with self-care?

A large part of our work involves seeing patients with minor illness. In reality though, most of these conditions do get better with some self-care. By helping yourself, you might get quicker help and avoid the need to sit in a spluttering waiting room.

Why should you refer yourself?

There is a vast array of other workers in the NHS and many of these accept direct contact from patients without the need to see a GP first. By self-referring, you save yourself time, and save waiting for a GP appointment. In this leaflet # means you can self-refer.

If you are concerned that by self-referring, you might be doing the wrong things or wasting someone's time, please be assured that should your symptoms suggest that you actually do need to see a doctor; you will always be advised accordingly.

Why do you need to see the right person?

We understand the very natural reaction for most problems is to pick up the phone and book an

appointment with the GP, however, every inappropriate consultation with us may be causing a person with genuine need to suffer. We do this to maintain safe care, not only for you but for other patients too.

For example, if you think you are having a heart attack, booking an appointment with the doctor instead of ringing for an ambulance would introduce unnecessary delays into your care, and increases the risk of harm to you. On the other hand, if you booked with us for a simple cold and sniffles that would easily get better with self-care, you will have used up an appointment that may have been more appropriately taken by someone with say, pneumonia who really does need our help.

Too much information? Where do you start?

Reading this leaflet, you may be completely confused on where to start looking for information on how you actually self-care or self-refer. In fact, this leaflet has all the information that you require including all contact numbers on the reverse. However, you will find more comprehensive details on our website. If you are still lost, please follow these simple directions.

1. Please STOP and THINK

Before you just pick up the phone, we kindly ask that you pause, and just "stop and think". Do you need to see us, and can you self-care, or will another professional service be able to help you better?

The best way to check that you get the right help for your condition is to look on our website. The address of our website is

www.moorestreetsurgery.nhs.uk

What is E-Consult?

We have introduced a new service called eConsult. This allows patients who are currently registered at the practice to consult with a GP electronically, and offers alternatives to calling or coming into the surgery for common, more minor problems. Using this service you can also access self-help content, alternative options available to you e.g. pharmacy, symptom checkers, access to 111 clinicians and as already mentioned, the ability to consult remotely with a GP.

Using this feature will require you to complete an online questionnaire related to your problem / condition. This information will then be passed onto one of our clinicians and the practice will contact you with feedback by the end of the next working day.

PLEASE NOTE THIS SERVICE IS ONLY AVAILABLE TO PATIENTS WHO ARE REGISTERED AT THE PRACTICE AND YOU MUST BE 18 YEARS OLD OR OVER

Moore Street Surgery

Website www.moorestreetsurgery.nhs.uk

Tel: 0151 944 1066

Fax: 0151 933 4715