



Church Street Surgery

Important information to help you navigate your Practice

Most people come to the Practice when they need advice or medical attention. This leaflet is designed to help you understand our appointments system so that you can receive the help you need when you need it. Every practice operates differently so please keep this to hand; this information is also available on our website at www.churchstreetsurgery-ossett.co.uk.

It's really important to us that you see the right person at the right time because everyone has areas of speciality. It also means that if we use the nursing time for the wide range of things that they are capable of dealing with, the Doctors can see patients with more complex needs which is in everyone's best interest.

Cost to the NHS

Every service you use, treatment or prescription you receive under the NHS has a cost; this comes out of the Practice budget. Where available we have included this cost in this booklet to help you make an informed decision. The NHS has an overall budget for all treatments and services regardless of what that is for, i.e. cancer treatment, dementia services or immediate and necessary treatment. Please choose well for the sake of your community.

How to book your appointment

The following symbols show how you can book appointments:

	Using your phone by downloading the SystemOne app (you will need to register first)
	Go online using your tablet or computer (you will need to register first) www.churchstreetsurgery-ossett.co.uk or https://systemonline.tpp-uk.com
	By ringing the surgery on 01924 217 999 / 01924 217 667 between 8 am and 6:30 pm
	By coming to reception between 8 am and 6:30 pm
	No appointment required

Pharmacy



£4.50

Pharmacies in West Wakefield offer a service called Pharmacy First to give you advice and, if needed, medicines for common illnesses. Your pharmacist is a qualified health care professional who can help with your health problems. The pharmacist may offer you a private space to talk to you about your symptoms.

If you don't normally pay for your prescriptions, then any medicines supplied by your pharmacist will be free. If you do pay for your prescriptions, then you will get free advice from the pharmacist and the cost of the medicines should be less than the prescription charge. The sorts of things your pharmacist can deal with include:

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| <ul style="list-style-type: none"> • Cough • Cold • Earache • Blocked nose • Cold Sores | <ul style="list-style-type: none"> • Sore throat • Threadworms • Teething • Sprain or strain • Bites and Stings | <ul style="list-style-type: none"> • Athletes foot • Thrush • Hay fever • Fever • Chicken Pox |
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Church Street Surgery has a pharmacist you can speak to for advice about these things, if you are unable to go to a pharmacy, you may be given a telephone appointment with the pharmacist.

Physiotherapist



Book up to 7 days in advance

£10

You can now see a physiotherapist for certain new problems; physiotherapists are specialists in musculoskeletal problems and can provide a diagnosis, advice and management in relation to the following issues:

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| <ul style="list-style-type: none"> • Back pain • Neck pain | <ul style="list-style-type: none"> • Shoulder pain on movement • Pain in the elbow, wrist or hand | <ul style="list-style-type: none"> • Spinal pain • Pain in the hip, knee or ankle |
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Health and Wellbeing



£0 (funded by the Practice and SWYFT)

If you have a social need our specially trained care navigators (all of our reception and admin team are trained to be care navigators) can signpost you to lots of different services that may be able to help you. The sorts of things they may be able to signpost you to include:

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| <ul style="list-style-type: none"> • Befriending • Post-discharge help • Counselling • Dental services • Stopping smoking • Contraception / sexual health | <ul style="list-style-type: none"> • Social services • Local groups and services • Health eating • Losing weight • Increasing physical activity | <ul style="list-style-type: none"> • Reducing stress and anxiety • Cutting down on alcohol • Social isolation • Blood pressure • IT systems to help you • Bereavement |
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It is much better if we signpost you to local experts who can spend more time with you rather than seeing a doctor. This means our doctors can look after the most ill patients and give them the time that they need. We are looking at making appointments available and will also be working with the Health Champions to deliver this service as it has proved very popular with many of our patients.

**Health and Wellbeing
Development Workers****Cost to NHS**
£Not available

Health and wellbeing development workers promote health and wellbeing through health promotion, education, and a wide range of preventative activities. The team supports members of the community to maintain their independence and to improve and maintain a healthier lifestyle on a one-to-one basis. If you suffer isolation, falls, stress or need help with benefits, pensions, housing or aids and support for independent living, or would like to make lifestyle changes such as weight loss or smoking, you would benefit from a referral to this team, just contact the surgery and we will arrange this for you.

Optician / PEARS Scheme**£46**

If you have a sudden or new eye condition you would be better seeing a specially trained optician who can refer you on secondary care (the hospital) if needed. You will be offered an appointment within 48 hours (within reason). The PEARS assessment is free of charge to you. The reason that this is better than seeing a doctor is that the opticians have specialist equipment to see the back of your eye and undertake detailed assessments.

The following local opticians are part of the PEARS scheme:

UH Ltd T/A A C Smith Opticians	27 Towngate, Ossett	01924 263 313
Auckland (Opticians) Ltd	9 High Street, Horbury	01924 272 522
Date Opticians Ltd	5 Wesley Street, Ossett	01924 260 490

If your symptoms are long standing or a sudden/recent recurrence of a long standing condition you would be better to see/speak to a GP.

Blood tests / Phlebotomy**Up to 4 weeks
in advance****£2.65**

If the hospital has asked you to have a blood test, please bring any documentation with you so we can book an appropriate appointment. We will need to know if you need a fasting blood test, in which case you can't eat or drink anything other than water after 10pm the night before your test. We will try and book these in as early as possible. There are phlebotomy appointments most days, the latest appointment is 15:45 as the blood samples are collected by the hospital at 4pm each day, this gives us a few minutes if we are running a little late. These appointments can be booked up to 4 weeks in advance by calling or attending the surgery.

Nurses – acute illness clinic**On the day****£5.00**

Every day we have a nurse-led acute illness clinic, the nurses are able to prescribe and deal with coughs, colds and minor infections including urinary tract and thrush, contraception and minor skin complaints amongst many other things.

In the morning the nurse will often call you back first to assess your need and make sure you see the right person if you need it or offer advice if appropriate. In the afternoon you will be offered either a telephone consultation or face-to-face appointment depending upon your need.

Nurses – routine appointments



Up to 4 weeks in advance

Cost to NHS

£5.00

Please give us at least 7 days' notice for appointments where possible. Our nurses can deal with a wide range of conditions including:

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| <ul style="list-style-type: none">• Long term conditions such as asthma, COPD, Diabetes• Injections (we will need to know the type of injection so we can allow the right amount of time)• Travel advice | <ul style="list-style-type: none">• Dietary advice• Postnatal checks• Ring pessary changes• Smears• Swabs• Spirometry• Dressings and wound management | <ul style="list-style-type: none">• Coil checks and removals• Medication reviews• Contraceptive advice• Ear assessments and irrigation• ECGs• HRT checks and initiation |
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Nurse Practitioner



Morning or afternoon you want to be seen – same day

£7.50

Our nurse practitioner has undertaken extra training and can deal with a wide range of issues; it's easier to say what she can't deal with!

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| <ul style="list-style-type: none">• Sick notes | <ul style="list-style-type: none">• Chronic pain |
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She has a special interest in minor surgery (including joint injections) and diabetes. Our Nurse Practitioner offers telephone consultations and face-to-face appointments.

Community Paramedic



£6.50

Our community paramedic undertake house visits for patients who are too ill or infirm to travel to the surgery, please telephone the surgery before 10am on 01924 217 999 to request a visit. He also reviews patients who are at risk of admissions to prevent unnecessary admissions. He also provides acute illness clinics at the surgery.

GP Appointments



Morning or afternoon you want to be seen – same day

£25

Our GPs deal with a wide range of issues. They all have special areas of interest and expertise; if you are able to tell us why you are calling our care navigators will direct you to the most appropriate clinician. Our GPs offer telephone consultations and face-to-face appointments.

GP House Visits



Before 10 am

£75

House visits are for patients who are too ill or infirm to travel to the surgery. Please telephone the surgery before 10 am on 01924 217 999 to request a visit. It is always better to attend the surgery where possible so that a more thorough examination can be undertaken if required and tests done where appropriate.

GP Extended Hours	 	Up to 7 days in advance	Cost to NHS £45
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Extended hours appointments are available between 6:30 pm and 8 pm Monday – Friday and at weekends 8.30am – 3pm. These appointments are primarily for patients who are working and unable to attend during our usual working hours. These appointments are staffed by a range of GPs and you won't always see one from our Practice.

Walk-in Centre		8 am – 8 pm 365 days per year	£65 / 36.20
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The walk-in centre is located at King Street Equitable Access Centre, Coronation House, 47 King Street, Wakefield, WF1 2SN. NHS walk-in centres offer convenient access to a range of treatments dealing with minor illnesses and injuries, including:

<ul style="list-style-type: none"> • Infections and rashes • Blood pressure checks • Fractures and lacerations • Emergency contraception and advice 	<ul style="list-style-type: none"> • Vomiting and diarrhoea • Hay fever • Insect and animal bites • Stitches (sutures) • Dressing care 	<ul style="list-style-type: none"> • Minor cuts and bruises • Minor burns and strains • Stop smoking support • Stomach aches
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NHS WICs are usually managed by a nurse and are available to everyone.

Accident and Emergency (A&E)		24/7 365 days per year	£165+
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Only call 999 or go to A&E in a genuine life-threatening emergency, such as:

<ul style="list-style-type: none"> • loss of consciousness • acute confused state and fits that are not stopping 	<ul style="list-style-type: none"> • persistent, severe chest pain • breathing difficulties 	<ul style="list-style-type: none"> • severe bleeding that cannot be stopped
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For illnesses that are not life-threatening you should first contact us. Outside of normal surgery hours you can still phone us, but you will be directed to an out-of-hours service (NHS 111). As soon as you attend A&E the Practice will be charged regardless of whether you stay for treatment or assessment. Waiting hours are typically long - often up to 4 hours and you will be unable to leave the waiting room in this time.

NHS 111		24/7 365 days per year	£7 - 80
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NHS 111 is a new free telephone service being introduced nationally to make it easier for people to access local health and social care services when they have an urgent need. It's a general number for people to call when their need is urgent but not considered life-threatening (999).

Calls from mobiles and landlines are free and the service is intended to respond to people's health and social care needs. If you call within surgery hours and it's appropriate to be seen by your GP, you will be advised to contact the surgery.

Other Services at Church Street Surgery

Introduction to Walking Group - Thursdays (every fortnight) 9:45 am

You will need to sign up first, please see reception for a sign-up form. This group is designed for people who want to start walking, the route is relatively level and there is an opportunity to sit down along the way. We start and finish at the Surgery.

The dates for the next walks are: 7/4/16, 21/4/16, 5/5/16, 19/5/16 then fortnightly.

Coffee Morning - 1st and 3rd Tuesday between 10am and 12 noon

The coffee morning takes place on the 1st and 3rd Tuesday of every month between 10 am and 12 noon in the first floor Health and Wellbeing room. There is disabled access. Everyone welcome to come along for a cuppa and a chat, there are also lots of other activities such as singing, crafts, and games, feel free to join in with as much or as little as you want!

Cancer Care Support Group - 2nd Thursday 10 am - 12 noon

This group is for anyone who has been affected by cancer. Come along for mutual support; you can share your experiences if you want or just listen. The group meets on the second Thursday of every month between 10 am and 12 noon in the first floor Health and Wellbeing from which is fully accessible.

Arthritis support - last Friday 9 am - 12 noon

Arthritis Research UK provides a drop in session in the waiting room on the last Friday of every month. If you have any queries or questions pop along and speak to someone who has lots of experience and can provide you with information, guidance and exercises to help relieve your symptoms. One-to-one sessions can be arranged, please arrange these with the representatives at the session.

Community Staff Team

The community staff team is not based at the surgery but work closely with us. They are employed by the Mid Yorkshire NHS Trust.

District Nurses

The district nurses provide valuable care, mainly to patients who are housebound. If you feel you need a District Nurse please speak to an Administrator or contact them directly on 01924 327591. If you require a district nurse urgently, please contact the surgery on 01924 217999 – option 1.

Midwife

The midwife provides regular antenatal and booking clinics. You should make an appointment to see the midwife when you are approximately 8 – 10 weeks pregnant (these can be booked in advance) by ringing 01924 217 999. If you need to speak to her you can ring the surgery on the same number and a message will be left for her to ring you back. It is very important for the health of mums and babies that all antenatal and postnatal appointments are kept. If you cannot keep an appointment, please let the surgery or midwife know and book another appointment which you are able to attend.

Health Visitors

The health visiting team focus their activity on children, the family and their family groups within the community. Their caseload is mainly the under five year olds but they look after patients up to the age of 19. The service offers general advice, support, and access to resources around child and family health/social issues and often includes referral to other members of the multi-disciplinary care team. The health visitors can be contacted through 01924 327 591.

Community Matron

Community matrons are qualified nurses who specialise in promoting the health and well-being of patients with long-term conditions or who have recently been discharged from hospital who are housebound.

Help us to help you – ‘saving up’ problems

Patients often see us after 'saving up' several problems, believing this is helpful - unfortunately this makes our job very difficult and means that we can't provide you with the level of care that we would like. Trying to deal with two or three problems in a standard ten minute appointment gives us around 2 minutes per problem which includes taking a history, examination, diagnosis and treatment. We know that sometimes problems can be interlinked but please try to stick to one problem where possible.

Missed appointments

We understand that sometimes things happen and you can miss an appointment. Fortunately most of our patients don't miss them because it has a significant impact on **you** being able to get through on the telephones to book an appointment when people call back to re-arrange and on **your** ability to see someone when you really need it.

Our new appointments system enables us to deal with your problems and queries more quickly and significantly reduced the number of missed appointments so that we are able to provide a better service for you. Please help us to do even better by not missing your appointments or letting us know if you can't attend.

Type of appointment	Hours wasted March 2015	Hours wasted March 2012
Nurse	20.83	13.32
Healthcare assistant	8.36	8.56
Doctor / Nurse Practitioner	14.83	25.42

If you are more than a few minutes late we will unfortunately not be able to see you, we are sure you can understand that in appointments ranging between 5 and 10 minutes that if you are late there just isn't time to see you in the remaining 2 – 5 minutes and deal with your medical issue.

We have a strict policy, approved by the CCG, that if you miss 3 appointments in a year we will send you a warning letter, if you miss another appointment you will be removed and will have to register elsewhere.

Online / Useful Services

If you would like to sign up for online services you need to bring photographic ID to reception. You can sign up to access online services to do the following:

- Book appointments (coming soon)
- Cancel appointments
- Order repeat medication
- Update your contact details
- Update your clinical record
- Record blood pressure readings done at home
- View future appointments
- Update your smoking status and complete other questionnaires.

To access the online services go to www.churchstreetsurgery-ossett.co.uk and scroll to the bottom of the home page and click on the online services box:



Booking appointments online

Click on 'Book Appointment', select the period for which you are looking for an appointment (based upon the information provided earlier in this booklet). A list of available appointments on specific dates will be listed. Click on 'View Available Appointments' and select the one most appropriate for you by clicking on 'Book Appointment' to confirm. You can then print the details out. Don't forget – telephone appointments are 5 minutes, you will need to include your telephone number in the details when you book. The times of telephone consultations are approximate. If you are unable to find a suitable appointment please speak to one of our Assistants as they have more flexibility when booking appointments and can convert appointments.

Cancelling appointments

Click on 'View Future Appointments' and click 'Cancel Appointment' next to the appointment you no longer need. Confirm this by clicking 'Cancel this Appointment'.

Ordering Repeat Medication

Click on 'Current Prescriptions', put a tick in the box to the left of the medication you would like to order (you can select more than one) and click on 'Request Medication'. A message will be displayed saying when you can collect your prescription.

Other ways to order repeat prescriptions include through your pharmacy / appliance supplier, by ticking the box on the back of your prescription when you need more medication and returning it to the surgery, faxing us on 01924 237 309 or writing to us.

Electronic Prescriptions

We can now send your prescriptions directly to a pharmacy of your choice (as long as they are signed up to receive electronic prescriptions). You can change the pharmacy every time you order a prescription or you can register with one particular pharmacy. This can be particularly useful for patients working away or even in a nearby different city as they can be sent to where you are.

Updating your contact details

Click 'Change Contact Details', update the necessary details and click on 'submit new contact details'. When you next come into surgery please bring ID to confirm any changes as the process will not be complete until we have verified this.

Medical Records

You can apply to access your medical record or summary online. Church Street Surgery has worked closely with the Patient Participation Group to manage the risks associated with this type of access and to flag up our concerns about making this information available to you.

If you would like to access this information, please read the patient information leaflet and then complete the application form available from www.churchstreetsurgery-ossett.co.uk, go to 'Appointments' and select 'Patient Online Access'. You will need to bring these in to the Practice with some identification.

You will have access from the date your application is approved. In some circumstances, where a GP feels that accessing your medical record may cause you harm or distress we may refuse your request. This will not stop you from being able to book or cancel appointments and order repeat prescriptions etc. In such circumstances we will explain why we don't feel this will be in your best interest, though we hope these situations will be few and far between.

Submitting Blood Pressure Readings

Click on 'Questionnaires', select blood pressure and enter your readings. Click submit. You can also update your smoking status.

Changing your password

Click 'Change Password' and enter your current password and enter your new password (it must meet all of the criteria listed), click 'Submit'.

Logging Out

Prior to leaving the website you must click 'Logout' so that no-one else can access your private details.

Text Messages (SMS Messages)

You can register for text message reminders of appointments, health promotion advice and blood results. If you are interested in any of these services just speak to an Assistant who will be happy to help you.

Children

When a patient reaches the age of 14 we will deactivate any text messages and online access to protect their confidentiality. If the patient would like to re-register they can easily do this by coming in to the Practice with ID and updating their mobile telephone number, a new password will also be issued. This is in line with national guidance, we will write to all patients that this affects.

Looking after you

We have a range of clinics that will help you manage your long-term health condition(s). Your annual review is important to help you manage your health.

Asthma and COPD Clinics

The practice offers comprehensive asthma and COPD management clinics. We will work with you to help you develop a care plan that enables you to prevent exacerbations / attacks or manage your symptoms.

Blood Pressure

We recommend that patients with high blood pressure have their blood pressure tested every six months, you can check this in the waiting room whenever you want, results will be reviewed by a clinician and we'll contact you if any action is required.

Coronary Heart Disease Clinics

We will check your medication and undertake necessary tests to ensure your condition is well managed, as well as providing lifestyle advice.

Diabetes Clinics

Dr C McCormick and our nurse practitioner, Jenny Hoyle, have regular diabetic clinics. The primary aim is to regularly monitor your health and prevent long-term complications.

Epilepsy Clinics

We will review your epilepsy and discuss your lifestyle, medication and frequency of seizures, an epilepsy management plan may be developed.

Mental Health

You will have a pre-assessment with a Nurse / Health Care Assistant followed by an appointment with Doctor to review your condition and develop a care plan.

Cervical Smears

This is an early warning test which shows if there are any changes in cells from the neck of the womb (cervix) which potentially could develop into cancer. It is not a diagnostic test for anything else and can only be performed at specific intervals, you will receive a letter asking you to attend when appropriate.

Peripheral Arterial Disease

We will test your blood pressure and cholesterol and make sure that the medication you are taking is working effectively, and answer any questions you may have.

Rheumatoid Arthritis

We will review your health and wellbeing along with your medication to ensure your wellbeing.

Dementia Review

We will meet with you (and your carers if you wish) to review your health and wellbeing, we can signpost you to a range of other services if you would like.

Self-Management of Common Illnesses

There are many things that you can do to help you, and your family, stay healthy, including:

- Avoid smoking and being around smokers
- Try and find time to relax
- Eat 5+ portions of fruit and vegetables every day
- Have 8 hours sleep a night
- Exercise for at least 30 minutes 5 times a week
- Drink 5+ glasses of water a day and drink alcohol in moderation

Every £1 out of £5 of NHS money is spent treating lifestyle choices such as alcohol, weight and smoking etc. You can help ensure the sustainability of the NHS by adopting a healthy lifestyle and choosing an appropriate NHS service when you need it.

You can get information and advice from our website www.churchstreetsurgery-ossett.co.uk where there is a symptom checker or <http://www.nhs.uk>, or you can ring NHS 111 to speak to an expert. There is a quick and helpful guide for parents at www.pitterpatterchatter.org. The following outline some common illnesses and what to do:

Diarrhoea and Vomiting

There is no specific cure for diarrhoea and vomiting; the infection usually settles on its own within three to four days. Sufferers should drink plenty of fluids to replace that lost in the diarrhoea. Oral rehydration sachets (available from your chemist) are useful for babies and children. Made up with water, they can replace milk and help replace lost minerals. It is wise to avoid milk or dairy products and foods containing protein (e.g. meat, cheese and eggs). You should consult your doctor if the symptoms are severe, or persist, or if the diarrhoea contains blood.

Sore Throats

Sore throats are very common and are usually caused by a virus. Unfortunately, there is no treatment guaranteed to shorten the duration of these infections; simple remedies to relieve the pain are best. If the patient can gargle, regular gargles of soluble aspirin should help. Children should be given regular paracetamol (never give aspirin to children under the age of 12). Temperature, headaches and general aches and pains may also occur with sore throats. Most sore throats will settle within a week. Sometimes they will occur as part of a cold.

Coughs, Colds and Flu

Coughs, runny nose, temperature, general aches and pains, loss of appetite, headaches and sore throats can all occur in colds and flu. There is still no cure for the common cold and simple remedies are the best. Regular paracetamol, drinking plenty of fluids and resting will make you feel better while the virus passes through your system. Most colds will settle within seven to ten days. Antibiotics will make no difference.

High Temperature (Fever)

Every household should have a thermometer for use when family members are feverish. The normal body temperature is 37°C (98.4°F). A high temperature is a sign of infection and is usually accompanied by other symptoms; most are caused by colds. Regardless of the cause of a temperature, patients will always feel better if their temperature is lowered. This can be done with paracetamol (aspirin can be used for children over 12 years old).

Babies and Children

It is normal for babies and children to have a lot of infections. Each infection stores up immunity for later life. Sometimes they will just get over one infection only to get another one straight away. This is quite common. Children will feel much better (and sleep better) if their temperature is lowered. Undressing and tepid sponging may also be required to cool the baby or child. If you have children you should always keep paracetamol available (in a safe place).

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes by which time the bleeding will usually have stopped. If the bleeding continues, consult your doctor.

Chickenpox

On the first day a rash appears with small red spots about 3 - 4mm wide. Within a few hours these develop small blisters at the centre. During the next three or four days, further spots will appear and the earlier ones will turn crusty and fall off. Calamine lotion may be applied to help the itching. The most infectious period is two or three days before the rash appears until the last crusts have formed dry centres, usually seven to ten days after the rash started. Children may return to school as soon as the last crusts have dropped off.

Sunburn

Prevention is better than cure. High factor sun cream should be used. Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. Wear a hat with a brim and stay in the shade where possible.

Back Pain

Based upon research from musculoskeletal (MSK) specialists, evidence has found that self-management of low back pain is more effective than any other treatment. Most back pain is mechanical and not due to any serious disease. You will usually find that you feel better when walking and worse when you remain in one position for prolonged periods. Most people can get going quite quickly even though they still have some pain.

For this reason bed rest is bad for backs; anxiety and stress can also increase the amount of pain you feel. Heat or cold can help relax your back muscles in the first 48 hours. You can apply heat using a wheat bag warmed in the microwave or a hot water bottle with a cover on it. To apply cold pressure you can use an ice pack, or other cold compress. Ice should never be applied directly to skin and should always be wrapped in a tea-towel or equivalent.

People who cope best with back pain are those who stay active and get on with life despite the pain. The sooner you get going and look after your own back the less likely you are to develop chronic back pain. There is no quick fix for back pain, you will have good days and bad days—this is normal.

For more guidance on other managing aches, pains and sprains go to www.churchstreetsurgery-osssett.co.uk / Health and Wellbeing and click on Aches, Pains and Sprains – there are lots of useful information leaflets and videos.