

# The Elms Medical Practice



With some health problems our GP's will always be the best health professional to see. But with other health issues there may be other health professionals, experts in their fields, who can help you.

Have a look at what our Chester Central PCN offers <https://ccpcn.co.uk/>

PCN Network offers:  
 Community Pharmacists  
 Physiotherapists  
 Wellbeing coordinators  
 Social prescriber  
 Dietitian  
 Clinical Pharmacist  
 Mental Health counsellor  
 Paramedic

Did you know that we can electronically refer you to a **Community Pharmacist** for treatment of minor ailments? The referral is dealt with the same day providing we receive your referral by 2:30pm.

When our receptionists suggest a referral to the community Pharmacist, please be assured you will still be treated appropriately by a health professional.

Have a look below to see how a Community Pharmacist can support you.

Athlete's Foot	Eczema	Oral Thrush
Bites / Stings	Fungal infection	Thrush
Colds / Cold Sores	Hay fever	Sore throat
Constipation	Headache	Styes
Cuts / Sprains (minor)	Head Lice	Threadworm
Conjunctivitis (over 2yr)	Haemorrhoids	Vaginal itch/soreness
Cystitis	Indigestion/ infant colic	Vaginal Discharge
Dermatitis	Influenza	Verrucae and Warts
diarrhoea (over 2yr)	Insect bites	Vomiting or Nausea
Dry/sore eyes	Mouth ulcers	Wound Problems

Are you going to be able to attend your appointment?

When patients miss appointments, it can be a frustrating waste of resources for GPs and our teams, but also for other patients who are struggling to secure an appointment for themselves.

If you can't attend your appointment, please let us know ASAP  
Thank you

*\*Help us to help you \**

When you phone for an appointment and the receptionist asks for a brief Description of the problem, this is to care navigate you so we can help you the best we can. Although the Receptionists are not medical, their role is to actively listen and then to signpost to sources of help, advocacy, and support, and to help people play an active role in managing their own health. Whether that is a GP/Nurse appointment, referral to Community Pharmacy or other health professionals.

**Are you using the right service?** Use the guide below

## Use the Right Service



 <b>Self Care</b> Care for yourself at home  Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 <b>Pharmacy</b> Local expert advice  Minor illnesses Headaches Stomach upsets Bites & stings	 <b>NHS 111</b> Non-emergency help  Feeling unwell? Unsure? Anxious? Need help?	 <b>GP Advice</b> Out of hours: Call 111  Persistent symptoms Chronic pain Long term conditions New prescriptions	 <b>UTCs</b> Urgent Treatment Centres  Breaks & sprains X-rays Cuts & grazes Fever & rashes	 <b>A&amp;E or 999</b> For emergencies only  Choking Chest pain Blacking out Serious blood loss
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### The Elms Medical Practice

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### Practice News

We would like to welcome Lauren who has joined the practice as an Apprentice Medical Administrator.