

**A MESSAGE
FROM YOUR
GP**




Dear Patient,

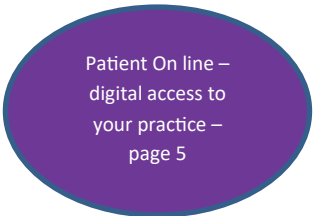
This booklet has been produced by your general practice surgery in partnership with Rochdale Health Alliance, the local GP Federation.

We all know that the NHS is struggling to meet demand. People are living longer and have more complex illnesses and budgets do not cover the cost of meeting these problems. There are fewer GPs to deal with increasing patient lists. This means that that it is more difficult to get an appointment when you request one.

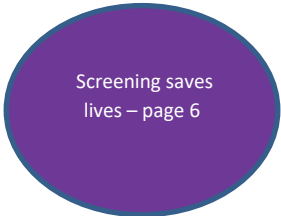
All practices want to provide the best possible service for patients and this helpful guide is intended to help you get the best possible experience when you access your GP services and to provide information on other services that, depending on your problem, can help you.




Choose Well – the best service for your needs – pages 3 and 4



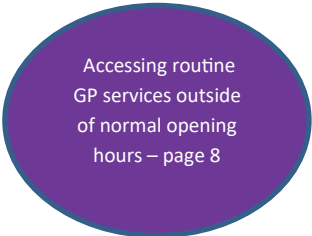
Patient On line – digital access to your practice – page 5



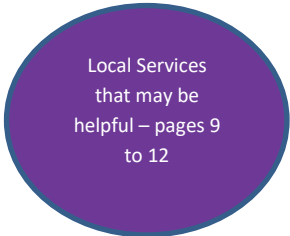
Screening saves lives – page 6



Signposting - why and what to expect – page 7



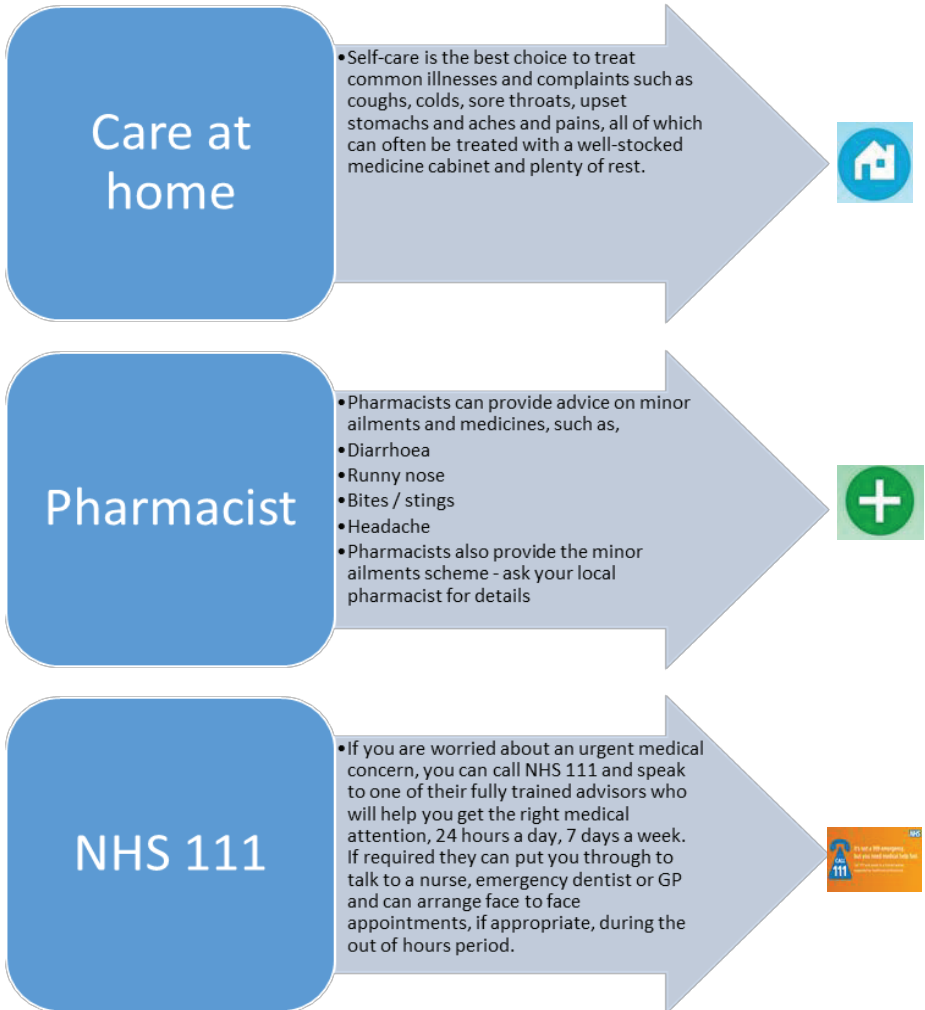
Accessing routine GP services outside of normal opening hours – page 8



Local Services that may be helpful – pages 9 to 12



Feeling unwell? Choose the right service





Feeling unwell? Choose the right service



GP Practice

- Use patient access online, online consultations or make an appointment if an injury or illness won't go away
- GPs provide medical advice examinations and if required, prescriptions



Urgent care Centre

- Less severe injuries and conditions can be treated at the Urgent Care Centre. The Urgent Care Centre is a self-referral service and patients will be seen as walk in patients.
- The Urgent Care Centre is located at Rochdale Infirmary, Whitehall St, Rochdale OL12 0NB
- Alternatively, go to 111.nhs.uk or call 111, which will direct patients to the best local service for your needs.



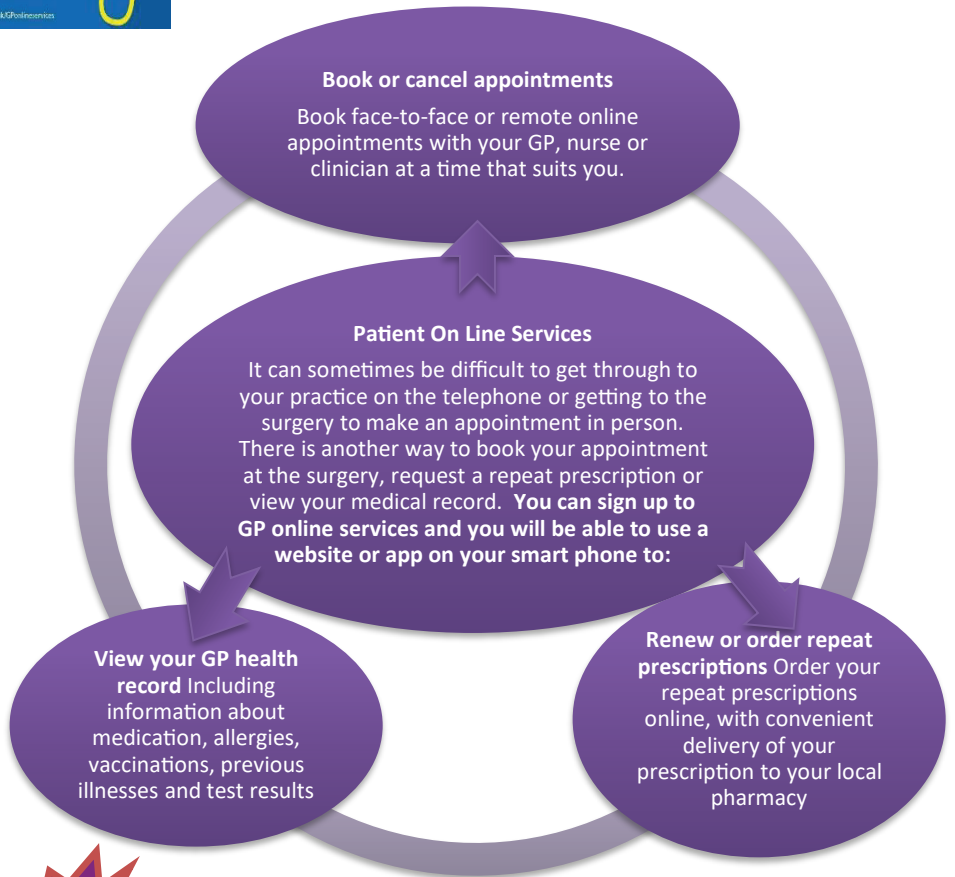
Accident & Emergency

- Only for very serious and life threatening conditions.
- If you are unsure call 111.





Quicker and Easier Access to your GP Practice, by using Online Services



New Online Consultation Service

Online consultations are a new way for patients to contact their GP practice without having to wait on the phone or take time out to come into the practice. Using a smartphone, tablet or computer, via the practice website or your patient online app. All you need to do is complete the online form, submit it and the practice will ensure your medical concern / question is dealt with by the right person in the team. They will then get back to you.



Cancer Screening Programmes

Screening saves lives.

Screening can help doctors find and treat several types of cancer early. Early detection is important because when abnormal tissue or cancer is found early, it may be easier to treat. By the time symptoms appear, cancer may have begun to spread and be harder to treat.

You do not need to register for screening, you will be automatically contacted once you reach the appropriate age. It is vitally important that you attend when invited or participate in a screening programme because *'screening save lives'*

Bowel cancer screening

A home testing kit is offered to men and women aged 60 to 74.

Benefits

reduce your risk of dying from bowel cancer by at least 25% and allows us to remove any polyps found during colonoscopy, which reduces your risk of developing bowel cancer can be completed at home in private

Breast Screening

Is offered to women aged 50 to 70 to detect early signs of breast cancer. Women over 70 can self-refer.

Breast Screening saves about 1 life from breast cancer for every 200 women who are screened. This adds up to about 1,300 lives saved from breast cancer each year in the UK

Cervical screening

Is offered to women aged 25 to 64 to check the health of cells in the cervix. It is offered every 3 years for those aged 26 to 49, and every 5 years from the ages of 50 to 64.

Signposting

What is signposting

- To save you the hassle of a trip to your GP Surgery, there are a variety of self care options and community services that you can access without having to see your GP in the first place.
- **To do this your surgery needs to know a little about why you are asking for an appointment.**

Why we are doing this ?

- We all know that the NHS is struggling to meet demand. People are living longer and have more complex illnesses and budgets do not cover the cost of meeting these problems. There are fewer GPs to deal with increasing patient lists. This means that that it is more difficult to get an appointment when you request one.
- To help solve some of these problems all practices across Heywood, Middleton and Rochdale have introduced **signposting**.

When you contact your surgery this is what you will experience at your practice

1. The receptionist will ask you some questions about why you are calling
2. If you are able to let the receptionist know the reason for your call then they may be able to give you some information about any services locally or self-care options that you could access for your problem, without the need for seeing your GP. **This is an OFFER of signposting**

This may result in your problem being dealt with more speedily

3. It is then **your choice** what to do with the information you are provided with. The surgery is trying to ensure that you
Receive the Most appropriate medical care, from the most appropriate health professional at the most appropriate time.

Receptionists from ALL practices in the borough have been trained to safely offer signposting.

Access to routine GP services outside of normal surgery opening hours

All practices are open between the hours of 08:00 and 18:30 am Mon to Fri, but patients can also access the following services outside of normal opening hours for routine GP services

Extended Hours

All practices across Heywood, Middleton and Rochdale offer extended hours routine appointments.

Depending on your surgery, these appointments can be in the morning before 08:00 am or after 18:30pm, Mon – Fri, or even at weekends. For details of when your practice offers extended hours, please contact your surgery. Please note that some appointments may not be at your own surgery.

Seven Day Access

The Seven Day Access service provides appointments at 4 hub locations across the borough. **To book an appointment please call 0161 763 8292**

The Seven Day Access service provides appointments at the following hub locations:

- Rochdale Infirmary
- The Phoenix Centre, Heywood
- Middleton Health Centre
- The Pennine Surgery/Littleborough Health Centre

The days and times are:

- 18.30 – 21:00 on weekdays
- 08:00 – 18:00 on Saturdays and Bank Holidays
- 10:00– 13:00 on Sundays

Local Services

The following information provides an overview of some of the local services that you may find useful. Also included are details of the Our Rochdale Directory of Services which contains a wealth of information about health, social care, childcare and family services within the borough.

A) Minor Ailment Service

A number of community pharmacists take part in the Minor Ailments Scheme. It is intended to be used by patients suffering from minor ailments to free up GP time for more serious cases. If you are suffering from any of the ailments listed below. The pharmacist will have a short consultation with you. If you do not pay for prescriptions you will not pay for this either.

Allergies	Bites or Stings	Hay fever
Colds or Flu	Conjunctivitis	Nasal Congestion
Diarrhoea	Fever (High Temperature)	Vaginal Thrush
Indigestion or Heartburn	Pain Relief	Toothache
Constipation	Haemorrhoids	Scabies
Sore Throat	Verruca / Wart	Temperature
Headache / Earache	Eczema	Soft Tissue Injury
Athletes' foot	Cold sores	Contact dermatitis
Head lice	Insect bites & Stings	Dry Skin
Nappy rash	Conjunctivitis	Ear Wax
Threadworm	Oral thrush	Migraine



B) Minor Eye Conditions

If you have a recent problem with your eyes, you can be assessed and treated by our local Minor Eye Conditions Service and be treated by registered optometry practices (opticians). Conditions that can be seen by this service include:

If you are registered with a local GP you can use this free service. It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

The service is offered by local opticians at locations across Heywood, Middleton and Rochdale. Appointments are available during normal working hours and some practices offer appointment at weekends. Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby

Please note: this is not a walk-in service and patients require an appointment

To find your nearest participating optician at <http://www.gmpec.co.uk/>

Red eye or eyelids	Dry eye, or gritty and uncomfortable eyes	Irritation and inflammation of the eye
Significant recent sticky discharge from the eye or watery eye	In growing eyelashes	Recently occurring flashes or floaters
Recent and sudden loss of vision	Foreign body in the eye	

Local Services

C) Emergency Dental Service

If you need to see a dentist out of hours don't contact your GP, as they won't be able to offer emergency or out-of-hours dental care. If you're in pain while waiting to see a dentist, take painkillers. NHS 111 can also offer other self-care advice.

The Heywood, Middleton and Rochdale Dental Access Centre provides emergency dental treatment to people who are unable to access a dentist during normal working hours

Please contact **0333 332 3800** for these services between 8am and 10pm (7 days a week), or NHS 111 outside of these hours.

The service is based at:

**Dental Access Centre
90 Whitehall Street
Rochdale, OL12 0ND**

D) Rochdale Sexual Health Service (including Family Planning)

This service provides information and advice on all types of contraception, STI testing and treatment. The service is confidential, non-judgmental and for people of all ages, genders and orientations. Everyone is welcome and **you don't need to see a GP first**. You can attend one of the walk in clinics, book an appointment online or phone the service. The service is available at:

- i) **Croft Shifa Health Centre, Belfield Road, Rochdale, OL16 2UP**
Walk in times: Wednesday 1pm to 4pm
- ii) **Nye Bevan House, 3rd Floor, Maclure Road, Rochdale, OL11 1DN**
Walk in times: Monday 9.15am to 11.30am, Tuesday 9.15am to 11.30am, Friday 9.15am to 11.30am and Friday 2pm to 5pm under 21s only.
Telephone: 0300 303 8565
Website: <https://www.thesexualhealthhub.co.uk/>

Other Useful Sources of help and Information



Rochdale Health Alliance

The local GP Federation working with practices across the borough to improve patient care and health outcomes.

<https://rochdalehealthalliance.co.uk/about-us/>

Tel: 01706 587795



Our Rochdale Directory of Services

The directory provides a wealth of information for health, social care, childcare and family services within the borough of Rochdale.

<https://www.ourrochdale.org.uk>



Heywood Middleton and Rochdale CCG

HMR CCG is the clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for the Rochdale borough.

<https://www.hmr.nhs.uk/>

Tel: 01706 652853



BARDOC—Out of Hours Services

Provider of out of hour's medical and dental care for the Rochdale borough. If you need to contact the Out Of Hours Medical Service, **please contact 111**.

Pennines Acute Hospital NHS Trust

Provider of hospital and community services

<https://www.pat.nhs.uk>

Tel: 0161 624 0420

Pennine Care NHS Foundation Trust

Provider of mental health and learning disabilities services

<https://penninecare.nhs.uk/hmr>

Tel: 0161 716 3000

Rochdale Borough Council

<http://www.rochdale.gov.uk/>

Tel: 01706 647474

Healthwatch—Rochdale

Independent champion for people who use health and social care services

<https://healthwatchrochdale.org.uk/>

Tel: 01706 249575

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