

Additional appointments available at this practice

We are making more appointments available for patients at this practice. Additional appointments can be booked from the end of January until the end of March 2018. This is because we know that there are times you would like to be able to see a clinician at short notice. We also know that over winter lots of people have seasonal illnesses which require more than a pharmacy but don't need emergency treatment.

The extra appointments are bookable by ringing reception on the usual number or by booking online.

If you haven't yet signed up for GP Online services simply call into the practice with a form of photo ID (either a passport or driving licence are acceptable). GP Online Services makes it easy to book appointments online, request repeat prescriptions and view some of your medical records. We can sign you up there and then to be able to book appointments or order medication online. Another form of ID giving proof of address is also required if you wish to view aspects of your medical record online. Requests to view records online are reviewed by a GP, so access will not be available immediately. Find out more about this on www.nhs.uk/GPonlineservices

If you are not able to attend an appointment you have booked, for whatever reason, please let us know. We can then offer that appointment to someone else who needs it.

Alternatively, there are a wide range of other local NHS services available, including:

- **NHS 111**

NHS 111 can help residents if they need medical help or advice urgently but it's not a life-threatening situation. Open 24/7, 365 days a year, NHS 111 connects patients to a team of fully trained call advisers who are supported by experienced nurses, paramedics, and GPs.

They will ask questions to assess the symptoms, and give healthcare advice or direct the caller to a local NHS service. If necessary, they can also call an ambulance or direct people straight to A&E. Calls to NHS 111 are free from a landline or mobile phone.

- **GP out-of-hours service (OOH)**

You can access the GP out-of-hours service by calling NHS 111. The NHS 111 team will assess your condition over the phone and if they think you need to be seen by a health professional, they will refer you to the OOH GP service.

- **Self-care**

Many minor illnesses can be treated at home with basic medicines that are available from your local pharmacy. Stocking up on essential medicines can help you avoid a trip to the GP or even A&E.

Medicine cabinet essentials include:

- painkillers such as aspirin, paracetamol, and ibuprofen
- anti-diarrhoea tablets and rehydration powders
- indigestion treatment
- bandages and plasters
- antiseptic cream or spray
- first aid kit

- **Pharmacies**

Local pharmacies can offer expert advice and treatment for a wide range of common conditions and minor injuries.

Pharmacies can help with a range of things including aches and pains, hangovers, colds, emergency contraception, and non-prescription medication. General opening times for pharmacies can be found at www.nhs.uk

- **Minor Illness and Injury Units**

There are a number of Minor Illness and Injury Units (MIIU) across the county that can treat a range of minor illnesses and injuries such as sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings. No appointment is needed.

Peterborough MIIU

Monday – Sunday: 8am-8pm

Bank holidays: open 8am-8pm

Ely MIU

Monday – Friday: 8.30am-6pm

Saturday/Sunday: 8.30-6pm

Bank holidays: 8.30-6pm

Doddington MIU

Monday – Friday: 8.30am-6pm

Saturday/Sunday: 9am-5pm

Bank holidays: 9am-5pm

North Cambs Hospital, Wisbech

Monday -Friday – 8.30-6pm

Saturday/Sunday – closed

- **Mental Health – 111 option 2**

There is a new First Response Service (FRS) in Cambridgeshire and Peterborough which gives those in mental health crisis the opportunity to get access to help quickly, by calling NHS 111 and selecting option 2*.

The new service allows patients or carers to speak to specially-trained mental health staff who can provide advice, support, and signposting to other services. The service is available 24/7, 365 days a year. Calls to NHS 111 are free from a landline or mobile phone.

*Patients registered with practices in Wisbech can access the service via dialling 111. The call handler will then transfer them direct to the FRS service.

- **Dental emergency and out-of-hours care**

If you think you need urgent care, contact your usual dentist as some practices offer emergency dental slots and will provide care if clinically necessary. You can also call NHS 111, who can put you in touch with an urgent dental service.