

Who to see within the surgery?

Administration team

Appointments	Registration/change details
Test results	Requesting or chasing referral
Requesting sick note	General queries

Clinical team

Health care assistant

Blood taking	Electrocardiogram (ECG)
Blood pressure review	Breathing tests
Health check	Wound care
Ear syringing	

Practice nurse

Diabetes review	Contraception
Asthma review	Cervical smears
COPD review	Immunisations including travel

Generalist advanced nurse practitioner

Various long term condition reviews (diabetes, heart disease, asthma, COPD, blood pressure)

Minor illness	Acute pain assessment
Minor injuries	Support with time off work
Women's health	Prescribe medication
Request investigations-	bloods, X-rays
New referrals	Common skin conditions

** If your nurse practitioner is unsure they will ask their pod GP to support them either during the consultation or later following the end of the clinic.

Do you need the GP (doctor)?

Severe frailty	Complex condition reviews
Severe mental illness	Injections/minor operations
Multiple medication or multiple long term medical condition reviews	

Have you heard of the hub?

Our GP federation in Mid Hampshire have developed a new service to improve access for GP appointments.

These appointments are at what we call 'the hub'. There is a hub in Andover War Memorial (next to the Minor Injury Unit) and a hub at Badger Farm in Winchester (next to Sainsbury's). There are prebookable appointments to see GPs, nurses, healthcare assistants, physiotherapists and mental health support workers.

These hubs are open from 5-8pm Monday-Friday, and from 8-4pm Saturday and Sunday. The appointments can be booked through reception in the usual way. For further information please visit midhampshirehealthcare.co.uk

Important reminders:

For on the day urgent problems please call at 8am so our clinical team can triage your need as quickly and efficiently as possible.

We encourage everyone to book to see their registered GP or allied advanced nurse practitioner to retain continuity which continues to help improve the quality of care provided.

We now send text reminders for appointments and for recall appointments. We are rolling this out to be able to message about results and other queries so please ensure your contact details are up to date.

Thank you for your ongoing support through these challenging times!

Updated by Dr Daniel Lickman Sept 2018



Get the right help for your condition

Things to consider before you pick up the phone



tworiversmedicalpartnership.co.uk

Whitchurch 01256 212311

Derrydown 01264 738368

What is this leaflet about?

Our NHS aims to empower all patients not only to self care but to seek the most appropriate source of help for their condition. A GP appointment isn't always the best option. Studies have shown that nearly a half of consultations are unnecessary - either because the doctor wasn't the best person to consult or because the patient could have self referred to a service or self cared.

Can't I just book a doctor appointment?

Access to doctor appointments is a challenge because there are fewer doctors, and a rapidly growing demand for appointments. There has been a constant underfunding of general practice to meet this increasing demand and no government has come up with a solution. One solution we have come up with is patients having their usual doctor and advanced nurse practitioner to improve continuity and help improve access. We call this a pod. All our patients are allocated to a pod. Do you know which pod you are in?

Is your condition life threatening?

-> Call 999

Loss of consciousness	Severe bleeding
Uncontrollable fits	Severe burns/scalds
Suspected heart attack	Choking
Suspected stroke	Hypothermia
Severe allergic reaction	Suspected meningitis
Severe breathlessness	Drowning incident
Condition deteriorating	Major trauma

*Please note these are the commonest examples but do not cover all circumstances

Is it a medical emergency?

-> Go to A&E (Winchester or Basingstoke)

Severe abdominal pain	Sudden blindness
Breathlessness	Suspected fracture
Floppy child	Severe head injury
Drug overdose	Swallowed foreign body

Do you need Andover Minor Injury Unit?

Tel: 01264 358811 Open 08:30-19:30 daily

Sprains/strains	Minor head injury
Muscle injuries	Minor eye injuries
Suspected fractures	Burn/scald
Dislocations finger/toe	Removal of foreign body
Wounds/cuts/grazes/bites	

Do you need a pharmacist?

Minor ailment/infection	Emergency contraception
Constipation/diarrhoea	Hayfever
Ear wax	Dry skin/eczema
Headaches	Sinus problems
Verrucas/warts	Mouth ulcers

Do you need a district nurse?

Tel: 01264 835371 (single point of access)

Catheter problems	Dressings/wound care
Continence issues	Injections at home
End of life care	

Do you need proactive nurse?

Tel: 01962 765088 (Linda coordinator)

Family concerned about increasing frailty?
Becoming more dependent on family or friends?
Wish to know more about local help or services?
Ruth Porter and Jayne Burford work together to visit patients regularly each week. Please ask reception if you require further information.

Not sure?

-> Call 111

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.



Do you need social services?

Tel: 0300 5551386 or adult.services@hants.gov.uk.

Respite care	Aids for the home
Benefits help	Safeguarding issues
Social issues	

Worried about a neighbour? You could help them by contacting Basingstoke NeighbourCare, a voluntary organisation offering care/assistance to anyone in need (01256 423855).

Could you refer your self?

Anxious/depressed/stressed - italk access to psychological therapy and support 02380 383920 italk.org.uk

Is your child unwell? what0-18.nhs.uk (wessex healthier together website)

Concerned about alcohol or drug use? Inclusion www.inclusion.org 0300 124 0103

Stop smoking advice? quit4life.nhs.uk 0845 602 4663 Text QUIT to 60123

See www.midhampshirehealthcare.co.uk/directory_of_services.htm for full list of local services