

Longfield Medical Practice

Spring Issue

Update on appointments and accessing services

General Practice is really under strain at the moment and it is proving difficult to meet the current demand of patients. "The Kings Fund gathered data in 2016 which painted a picture of soaring workloads. It found that between 2010-11 and 2014-15 there was a 13% increase in face to face GP appointments and a 63% increase in telephone consultations – a trend that is continuing" (heart matters autumn 2017 page 9)

Reports in the media highlight the staffing crisis and the government has pledged 5,000 more GP's by 2020,; whilst the Department of Health state that there are currently the highest number of GP's in training and they are also doing lots of things to attract more GP's into the profession; it seems that unless we get an influx from abroad, meeting the target will be impossible.

So what's all this got to do with you the patient??

The result of increased demand is that we have to focus on urgent appointments and as such we have to prioritise people who are acutely unwell, so it can sometimes make getting a routine appointment more difficult, which we know increases your frustration. Please understand that it's nothing personal and that we are doing everything we can to help you.

We now have a new telephone system in place which was implemented in February 2019 so it's still brand new, so this should make it easier than it used to be to get through, even though we are still a very busy practice.

It's also important to appreciate that not all conditions need to be dealt with in the surgery, so when we direct you to a more appropriate option i.e. Walk In Centre, Chemist for minor ailments, repeat prescriptions and advise on medicines, Bury Minor Eye condition Service etc.; it's not that we don't care about you and are trying to "fob you off", but we are ensuring that you are seen by the right person in the right setting at the right time.

We hope this brief update allows you to have a better understanding of the pressures facing the NHS and here at Longfield Medical Practice and ask that you support and work with us to ensure we are able to continue to provide appropriate care to our population

Useful Contacts for accessing health care

Prestwich Walk in Centre, Fairfax road, Open daily from 12.0noon, last booking time 7.30pm No appointment Necessary

Sore throat, coughs, colds, runny noses, earache, rashes, minor cuts and burns, stitch removals, dressings, BP checks, emergency contraception

Continued overleaf.....

Local Chemist - Are experts on medicines and can help with lots of everyday ailments:

Diarrhoea, minor infections, headaches, bites and stings, coughs, colds, runny noses, sore throats: and also offers blood pressure checks, healthy weight and stop smoking advice.

Self Care – The Bury Directory -. This is your one-stop information point for advice, support, activities, services and more!

<https://www.theburydirectory.co.uk/kb5/bury/directory/home.page>

[www.selfcare forum](http://www.selfcareforum.com) then select fact sheets

Bury Minor eye conditions - that can be treated by the service

If you have: red eye, painful eye, foreign body, irritation and inflammation or sudden loss of vision etc. For more information see www.burymecs.co.uk

Health Visitors – for advice on weaning, weight, constipation, toilet training etc.

Sedgley Park childrens Centre Bury Patients tel: 0161 253 7474

Salford Hub – Salford Patients tel: 0161 686 5424

Health Trainers can support

Weight management, exercise, smoking, managing your medical condition, improve health and wellbeing

Tel: 0845 071 0699 or contact buryhealthtrainers.penninecare@nhs.net

Healthy Minds –

If you are feeling worried, anxious or stressed Tel 0161 253 5258 or visit penninecare.nhs.uk/healthyminds

Big White Wall –

if you are aged 16-25 and having a tough time, receive on-line support www.bigwhitewall.com

Bury Stop Smoking

offers a range of clinics at various venues, providing support and guidance: Tel: 08452239001

Dental Pain

Urgent in hours 01614479898

Urgent Out of Hours Care 01617638941

Podiatry

General Practice can no longer refer to podiatry on the NHS for general foot care – ie toe nail cutting etc

You will need to source this privately

Sexual Health Service

Contact the Hub at Townside Primary Care 03003038565 or for information on sexual Health Service clinics, opening times and information on contraception and sexually transmitted infections

www.sexualhealthbury.co.uk

NHS 111

NHS 111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service, first time. It is available across the whole of England making it easier for you to access urgent healthcare services when you need medical help fast.

It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones