

SELF CARE LEAFLET

In “General Practice Forward View” <https://www.england.nhs.uk/wp-content/uploads/2016/04/gpfv.pdf> published in April 2016, the NHS openly acknowledged the very real pressures on GP workload. It recognised that action was needed to reduce the demand on general practice, stating that it was not possible to work any harder so it was necessary to find different ways of working, identifying and eliminating needless workload. A number of ideas to reform general practice were proposed in that document. Dr Arvind Madan, Director of Primary Care, NHS England recognised that “a significant proportion of demand must be managed through helping patients to stay well, self-care and navigate to other team members, or alternate services”. The Waterloo Practice with the support of Greater Huddersfield Clinical Commissioning Group can be seen to be implementing some of the measures suggested within that document.



On-line access to requesting medication, medical record and booking appointments-

You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your detail coded medical record online. You can also still use the telephone for appointments, but you will need to take your repeat prescription into the surgery, this is no longer available through the telephone. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday and need a copy of your medications. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

Upon joining you will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

If it would be helpful to you, you can ask the practice to provide another set of login details to your Online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.

<http://www.start2.co.uk/> Live Life More Creatively

<https://www.nhs.uk/> Information on health and Self Care

<https://www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/self-care/Self-care.aspx>

<http://www.beatingtheblues.co.uk/> Help for Depression

www.paintoolkit.org Help with chronic pain

Access television, radio programs and podcasts which focus on self-help and health issues. e.g

Inside Health on Radio 4 weekly show

Feel Better Live More Podcasts by Dr Chatterjee

Headspace <https://www.headspace.com/headspace-meditation-app> this app will help you reduce stress by using Mindfulness techniques. It is available from Apple iStore and is not free. However, the first 10 sessions are free and this may be enough.

Extended Hours Scheme - My Health Huddersfield is a federation of 37 GP practices in Huddersfield covering a population of approx. 246,000 patients. They are delivering the Primary Care Extended Access Scheme for Greater Huddersfield CCG area which started 6 months ago and includes 1 HUB site at Huddersfield Royal Infirmary (HRI) and 18 satellites (GP practices) of which Waterloo Practice is one.

The service started by offering GP appointments (no practice nurse appointments).

All HUB appointments at HRI in Lindley are available to be booked through a patient's GP practice and are available from 6.30pm-8.30pm Mon-Fri and 8.45am-5.15pm Sat & Sun. GP satellite centres offer appointments across the week Mon-Sat practice times.

Physio appointments have more recently been added at the HUB in HRI on Wed, Thur & Sat. These can only be booked through the HUB and for **urgent problems only**.

Further expansion means that Phlebotomy appointments are now also available at HRI through the HUB for Sat 9am-1pm. These appointments should only take 6mins. The patient must take the pathology form, obtained from their Practice, with them to the phlebotomy appointment.

Patients can access appointments at the HUB for 'out of hours' appointments. Surgeries will also offer them as an option if a patient is requiring an appointment that day or on a specific day and there is no capacity at the surgery.

GP appointments through the HUB can be made up to 2/3 weeks in advance but there is no text reminder service.

The HUB is based in the lower ground floor where General X-Ray is based.

Red Bag - If you care for someone at home who may need an emergency admission to hospital then it could help to have a small bag ready. This bag could already have in it list of medications, contact names and details, likes and dislikes, allergies and other useful information. It could also have a list of "last-minute" things to put in such as glasses, dentures et cetera.

Active Signposting

Delivering health and social care support to the population has become increasingly complicated with an ever increasing number of services being offered, delivered by an increasing number of providers/skill mixes. There are a number of health and social care services provided locally which patients can access directly themselves, through self-referral, therefore avoiding the delay of obtaining a doctor's appointment first. Reception staff at the Practice have been receiving training to enable them to provide patients with more information about local health and wellbeing services, both within and outside of primary care. Active signposting or care navigation offers the patient choice to access the most appropriate service first, which isn't always the GP.