

NI LES DEMAND MANAGEMENT – EDUCATION & SELF-MANAGEMENT

– Castledearg Group Surgery – May 2014

Develop and implement a protocol or programme for education and self-management for minor ailments. The package is aimed to support the practice to develop and implement a programme of education for staff and patients with a focus on self-management and use of other clinics e.g. minor ailments scheme.

Practice meeting held on 7 May 2014 to discuss this new service for our patients. We sourced an up-to-date list of conditions currently covered by the minor ailments scheme via our 3 local pharmacists. Posters in both waiting areas, reception area and receptionists updated on what is available and to encourage patients to make use of this service as no prescription is required. Educate staff and patients about the appropriate use of minor ailments scheme, minor injuries units and emergency / A+E departments. Update practice leaflet, practice website with information re: the above services. Signpost patients to the most appropriate health care professional to deal with their problem / condition. Increase patient awareness by referring suitable patients to minor ailments should improve management of workload in the practice. Reduce in acute prescriptions for conditions covered by minor ailments scheme. Practice leaflet updated to include demand management – education & self-management.

Minor Ailments – why wait? To straight to your Pharmacist – conditions covered:

- Athletes foot
- Dhobie Itch (groin area infection)
- Diarrhoea
- Head lice
- Threadworms
- Vaginal thrush
- Ear wax
- Mouth ulcers
- Oral thrush

Contacted our Medicines Management Advisor, she sent a link to BSO website which covers minor ailments, useful information, posters, leaflets and a receptionist protocol. This link will be updated on our practice website – <http://www.hscbusiness.hscni.net/2055.htm>. Patients can access this and this will signpost them to the most appropriate health care professional to deal with their problem.

Education of patients on the use of our local Minor Injuries Unit in Tyrone County Hospital. Leaflet available at our practice on CHOOSE WELL – which cover the Western Health and Social Care Trust area. This leaflet informs patients of the range of healthcare services available to help find the right care? Areas covered:

- Self-care
- Pharmacy
- GP
- Minor Injuries Unit
- Emergency Department
- 999

Self-care

Self-care is the best choice to treat minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as aches and pains, coughs, colds, upset stomachs and sore throat can be treated with over-the-counter medicines and plenty of rest.

Self-care essentials

- Paracetamol, Aspirin, Ibuprofen
- Rehydration mixtures
- Indigestion remedies
- Plasters
- Thermometer

Your local Pharmacy

Your local pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without you having to wait for a GP appointment or to your emergency department. Remember to collect repeat prescriptions from your GP surgery before the weekend or a public holiday. GP out of hours will only provide repeat prescriptions in exceptional circumstances.

Your GP

GP's provide a range of services including medical advice, examinations, prescriptions and ongoing care for longstanding or chronic conditions.

Out of hours

GP out of hours is available if you require **URGENT** medical care when your GP surgery is closed. GP out of hours services operate from 6pm – 8.30am. **Remember to telephone the service first 028 71865195.** The doctor or nurse will give you advice over the telephone, decide if you need to be seen by a doctor or will refer you to another service if required.

Minor Injuries Unit

A Minor Injuries Unit can treat injuries that are not critical or life threatening:-

- Injuries to upper and lower limbs
- Broken bones, sprains, bruises and wounds
- Bites – human, animal and insect
- Burns and scalds
- Abscesses and wound infections
- Minor head injuries
- Broken noses and nosebleeds
- Foreign bodies in the eyes and nose

Minor Injuries Unit

Urgent Care and Treatment Centre

Tyrone County Hospital, Omagh

Telephone: 028 82 833100

Opening Hours: 24 hours a day, 7 days per week including bank holidays

Emergency Department

Emergency Departments provide the highest level of emergency care for patients, especially those with sudden and acute illness or severe trauma. Use the service appropriate to your need.

Emergency Department

Altnagelvin Area Hospital

Telephone: 028 71345171

Open 7 days a week, 24 hours

South West Acute Hospital

Telephone: 028 66382000

Open 7 days a week, 24 hours

999

You should always call 999 if someone is seriously ill or injured and their life is at risk

Receptionists encouraged to record referrals to minor ailments scheme and minor injuries unit

Readcodes: referral to minor ailments scheme - #8HHm

: referral to attend minor injuries unit #8CAr

Aim to reduce acute prescriptions for conditions covered by Minor Ailments Scheme. Audit of practice initiated referrals to minor ailments scheme and minor injuries unit.

Update practice website to include 'CHOOSE WELL' make sure you Choose Well – get the right treatment for you and help manage your health service resources.