

Your GP surgery should be your first contact if you have a health problem, unless it's an emergency (in which case, turn to page 12 of this guide).

Anyone in England can register with a GP for free. You don't need proof of identity or a fixed address – everyone is welcome in General Practice. However, if you do have these documents it can help us to register you faster – so please bring them with you when you register with a GP.

GP surgeries are run by a team of GPs, nurses, and other professionals who can support you in managing both new and ongoing health conditions.

Your GP practice may offer you a telephone, video or face-to-face appointment, depending on the nature of the problem—and their reception teams are trained to offer you the type of appointment you need, with the right member of their team.

Where appropriate, they can prescribe medication, send you for scans and tests, and refer you on to specialists who can support with specific conditions – so they should be your first point of contact in managing many aspects of your care.

If you need a translator or chaperone to support you, let the receptionist know before your appointment and they'll do their best to arrange this for you.



Care Navigators.

Care Navigators working in practice reception teams are trained to know what's available to you at your surgery and in your area.

They'll ask you about your health problem, and book you an appointment with the right professional or service.

Clinical Pharmacists.

Clinical Pharmacists are experts in medicines. They support those with conditions like asthma, diabetes and high blood pressure or anyone taking multiple medicines.

They work with GPs, pharmacies and hospitals to ensure that medicine services are joined up, and many can also prescribe medicines.



Physiotherapists.

Physiotherapists in general practice are experts in musculoskeletal conditions.

They are able to assess, diagnose and treat a range of complex muscle and joint conditions to prevent you from having to go to hospital.

They can arrange access to further treatment, investigations and specialists when needed.

Paramedics.

Paramedics are used to working with people with a variety of health conditions from coughs and minor injuries to more serious conditions such as asthma and heart attacks.

They work alongside GPs and help manage routine or urgent appointments, telephone triage (assessment of urgency of illness or injury) and home visits.



General Practice Teams.

Your GP surgery will be made up of a variety of clinicians and administrators who can help you access the treatment you need.

There may be a waiting list for some of these clinicians, and you may need to visit a practice or centre that isn't your usual GP in order to access them.





Physician Associates.

Physician Associates are trained and qualified to diagnose and treat a wide range of health conditions.

They work alongside GPs to provide care to people, particularly those with long-term conditions who often benefit from being able to see the same healthcare professional.

Mental Health Therapists & Practitioners.

Mental health practitioners in General Practice specialise in mental health and use a range of talking therapies to help people with common mental health conditions such as anxiety, depression or post-traumatic stress disorder.

Referral to a mental health practitioner can take place via your GP, or through the Healthy Minds self-referral service.



Social Prescribing Link Workers.

Social prescribing involves helping people to improve their health and wellbeing by connecting them to activities in the

Link Workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice.



Health Care Assistants.

Healthcare Assistants work under the guidance of a nurse or another healthcare professional.

They help with routine health checks such as blood testing and blood pressure monitoring, dressings and stitch removal – as well as providing patients with general health and wellbeing advice.



General **Practice** Teams.

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General Practice Nurses.

Nurses undertake a range of roles and are involved in almost all aspects of a patient's care.

As well as providing services such as wound care, immunisations and administration of medicines, they run health checks and clinics for those with long-term conditions such as asthma, heart disease and diabetes.

Advanced Clinical Practitioners.

Advanced Clinical Practitioners come from a range of clinical backgrounds such as nursing, pharmacy, physiotherapy and paramedics.

They have the knowledge and skills to manage all aspects of patient care—including diagnosing and treating health conditions, ordering tests and interpreting results, and prescribing medication.



GPs.

GPs oversee all aspects of patient care. They meet regularly with other members of the practice team to plan joint approaches to coordinate a patient's care.

All other members of the practice team work under the supervision of a GP.

They can help with diagnosing and treating health conditions, prescribing medications, and referring you for other treatment if you need it.

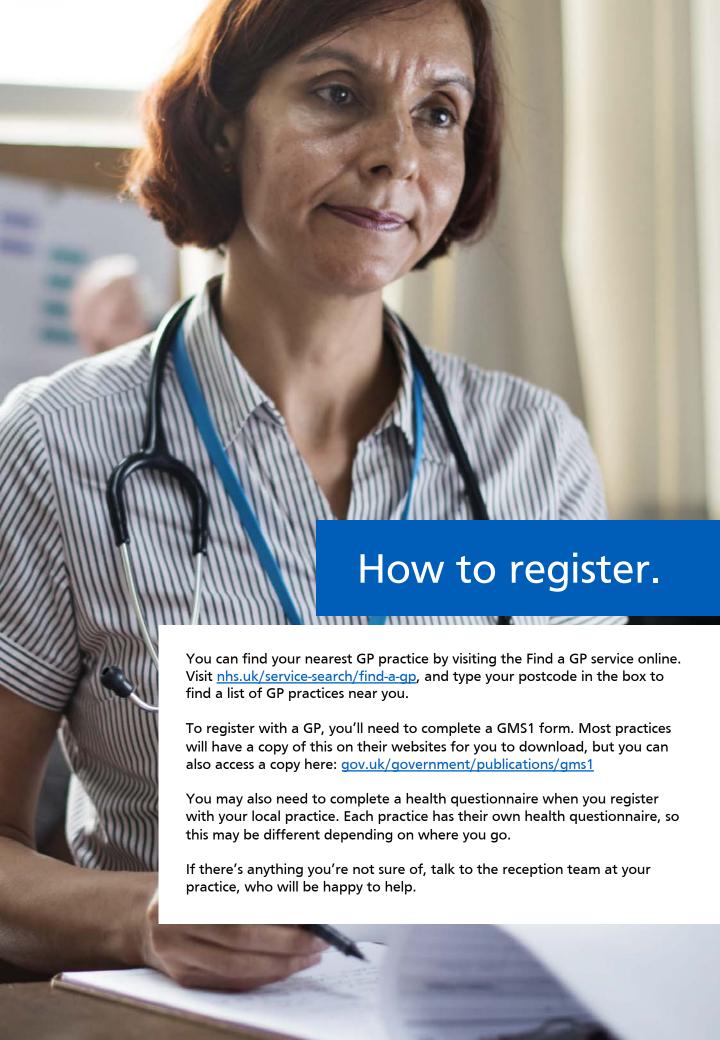


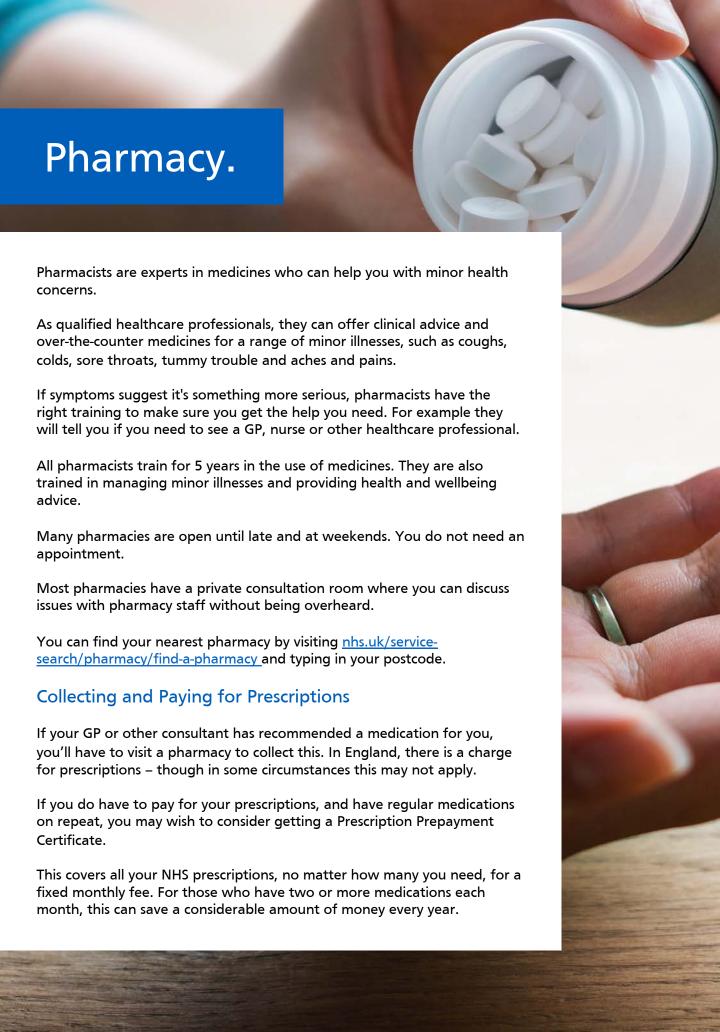
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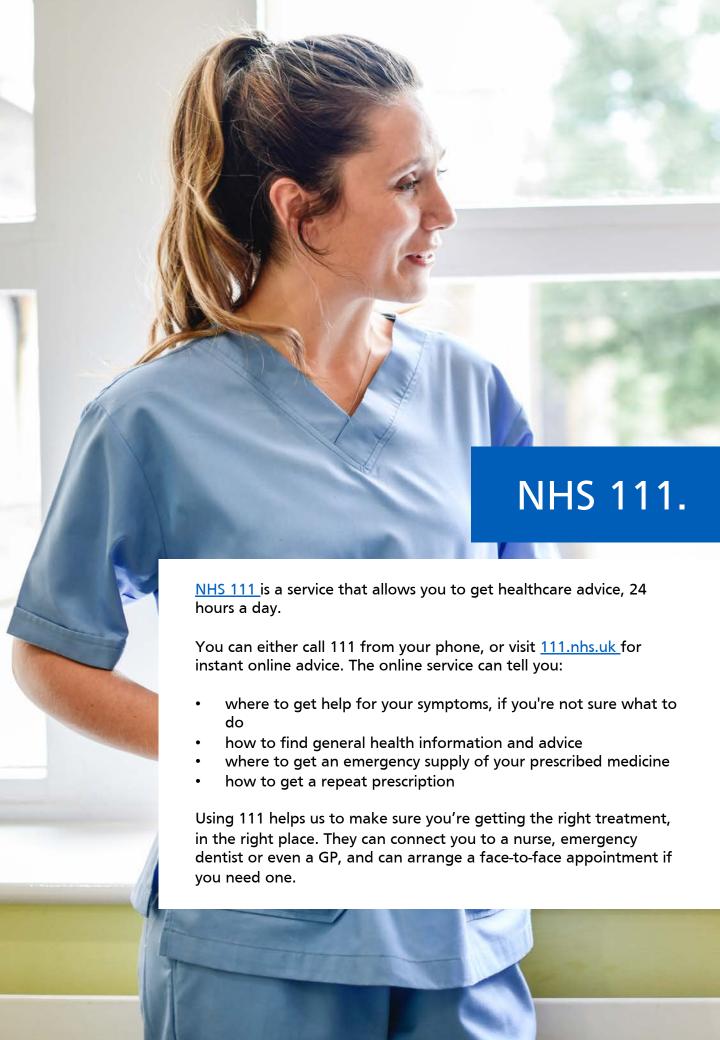
There may be a waiting list for some of these services, and you may need to visit a practice or centre that isn't your usual GP in order to access them.















What to do in an emergency.

A&E departments deal with genuine life-threatening emergencies, such as:

- loss of consciousness
- a sudden confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions (anaphylaxis)
- severe burns or scalds
- stroke
- major trauma such as a road traffic collision
- feelings of self-harm or suicide

If you or someone around you is experiencing any of these symptoms, you should call 999.

Less severe injuries can be treated in Minor Injuries Units.

Received a vaccine abroad?

Many vaccination centres, such as the Artrix in Bromsgrove Three Counties Showground in Malvern, and St Peter's Baptist Church in Worcester, can validate your overseas vaccines for you.

You'll need to make an appointment in advance. You can do this by visiting nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/tell-nhs-about-coronavirus-vaccinations-abroad



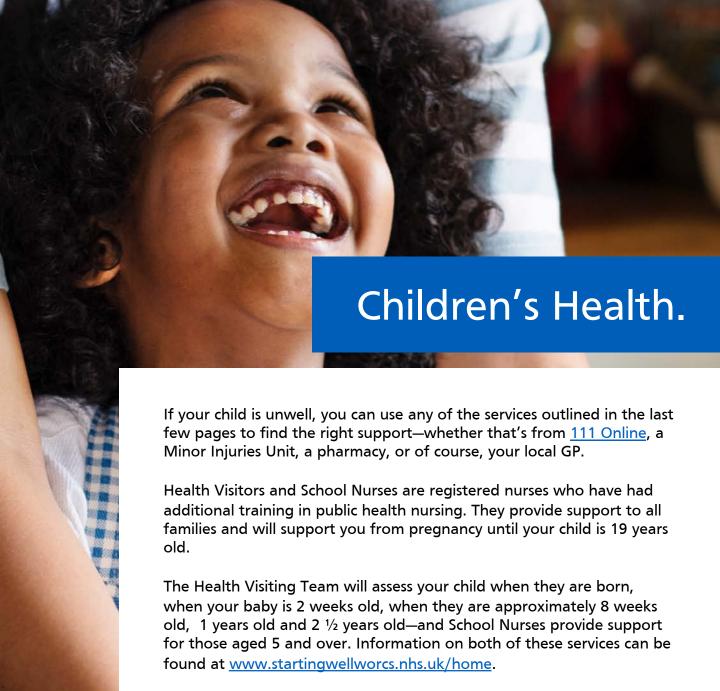
Everyone in England has the right to a free Covid-19 vaccination on the NHS. This helps to protect you and the people around you from severe illness from Covid-19.

If you're aged 16 and over, you'll be offered a first, second and booster dose—and if you are aged 75 or over, or if you have a weakened immune system, you'll also be offered an additional booster.

Patients aged 5-15 are also eligible for the Covid-19 vaccine, with two doses recommended for the best possible protection.

You can get a Covid-19 vaccine without an appointment at walk-in centres across the county.

To find out about walk-in appointments near you, visit www.swhealthcare.org.uk/walk-ins.



If your child has a disability, you should make an appointment with a member of the team at your GP practice as soon as you're able. They'll be able to ensure your child's treatment continues from that you've received elsewhere, and will be able to refer you to specialists if you need them. If you need a translator or chaperone, please let the practice know in advance, and they'll be able to arrange this for you.

There are a range of online resources for you to support your child's emotional wellbeing available on the KOOTH website which you can find at www.kooth.com or visit the CAMHS website at www.hacw.nhs.uk/camhs.

If your child has complex needs, there is also support available from Worcestershire County Council. Find more information and support at worcestershire.gov.uk/info/20501/children young people and families

8 weeks.

- 6-in-1 vaccine
- Rotavirus vaccine
- MenB

12 weeks.

- 6-in-1 vaccine (2nd dose)
- Pneumococcal (PCV) vaccine
- Rotavirus vaccine (2nd dose)

16 weeks.

- 6-in-1 vaccine (3rd dose)
- MenB (2nd dose)

1 year.

- Hib/MenC (1st dose)
- MMR (1st dose)
- Pneumococcal (PCV) vaccine (2nd dose)
- MenB (3rd dose)

2 to 10 years.

Flu vaccine (every year)

3 years and 4 months.

- MMR (2nd dose)
- 4-in-1 pre-school booster

12 to 13 years.

HPV booster

Childhood Immunisations.

All children in England are offered a number of vaccines for free on the NHS. This helps to protect them from serious illnesses, and reduces the spread of these illnesses in our community.

It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP practice, who will arrange an appointment with a nurse or other member of the team to catch up.

Are these vaccines safe for my child?

Yes – and vaccination is the most important thing we can do to protect ourselves and our children.

They prevent up to 3 million deaths worldwide every year.

All vaccines are thoroughly tested to make sure they will not harm you or your child. It often takes many years for a vaccine to make it through the trials and tests it needs to pass for approval.

What about Covid-19 vaccinations?

All children aged 5 and over are eligible to receive Covid-19 vaccinations free on the NHS. You can find out more on the Covid-19 Vaccinations page of this booklet.



If you're pregnant, you should make an appointment with a member of the team at your GP practice, who will be able to ensure you're offered the right support and know what to do at each stage of your pregnancy.

There's also lots of information online at nhs.uk/pregnancy, including a week-by-week guide to your pregnancy.

Health Screening

When you register with a GP, you'll be asked about any underlying conditions you have – such as asthma or diabetes. If you have any of these conditions, you'll be invited for an annual health check by the NHS, which may take place virtually, by phone, or face-to-face.

Patients aged between 40 and 74 are also eligible for health checks on the NHS, even if they don't have underlying conditions. A nurse will check your blood pressure, cholesterol and other factors to ensure you're fit and well, and will advise on any conditions you may have.

If you're aged between 25 and 64, you'll be offered annual cervical screening to ensure check the health of your cervix. This is designed to prevent cancer, so you should attend this appointment as soon as you're invited to do so.

Anyone registered with a GP as female will be invited for NHS breast screening every 3 years between the ages of 50 and 71. You'll get a letter in the post inviting you to book when it's time for you to do so.



Sexual Health.

Contraception

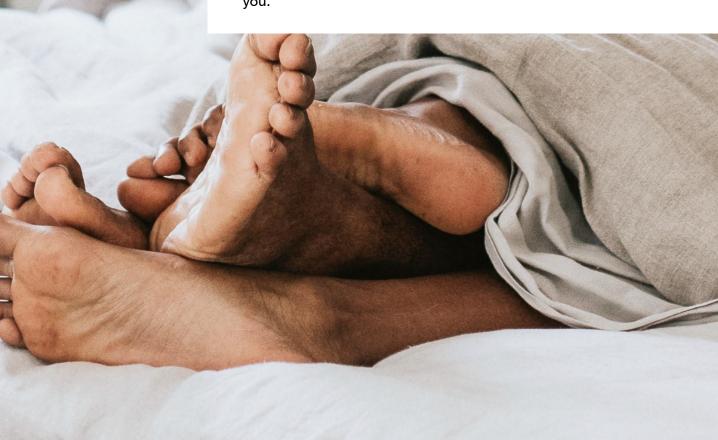
If you are on regular contraception – such as the birth control pill, a coil or other hormonal contraceptive – you can make an appointment with a member of the team at your GP practice to arrange a new prescription.

If you need emergency contraception, you can visit your local pharmacist who will be able to provide this for you.

Worcestershire Integrated Sexual Health Service

Worcestershire Integrated Sexual Health Service (WISH) provides friendly, non-judgemental, specialist services across Worcestershire, helping you to manage your sexual health.

Their website has a wealth of information on STIs and HIV, as well as all aspects of sexual health for men and women. Visit hacw.nhs.uk/knowyourstuff to find the information that's right for you.





All of us at some point feel low, anxious, worried or depressed. It is completely normal but it can also start to impact what we do and who we are and when we reach that point it is important to get help to prevent these feelings getting worse. We understand that seeking support is a big step.

If you're struggling with your mental health, you can talk to a member of the team at your GP practice, or use one of our local mental health services, such as Healthy Minds. They can offer you a range of support, including:

- Online therapy which you do at your own pace and in your own time
- Groups and Courses where you can share (as much or as little as you wish) and learn from other people
- Or more traditional 1:1 support

They can also help you access some of the great resources available in your local area which might be more appropriate for you, or which can complement the service they provide.

To access the service you must be aged 16 or over and registered with a GP in Worcestershire. You can self-refer online at: healthyminds.whct.nhs.uk/worcestershire

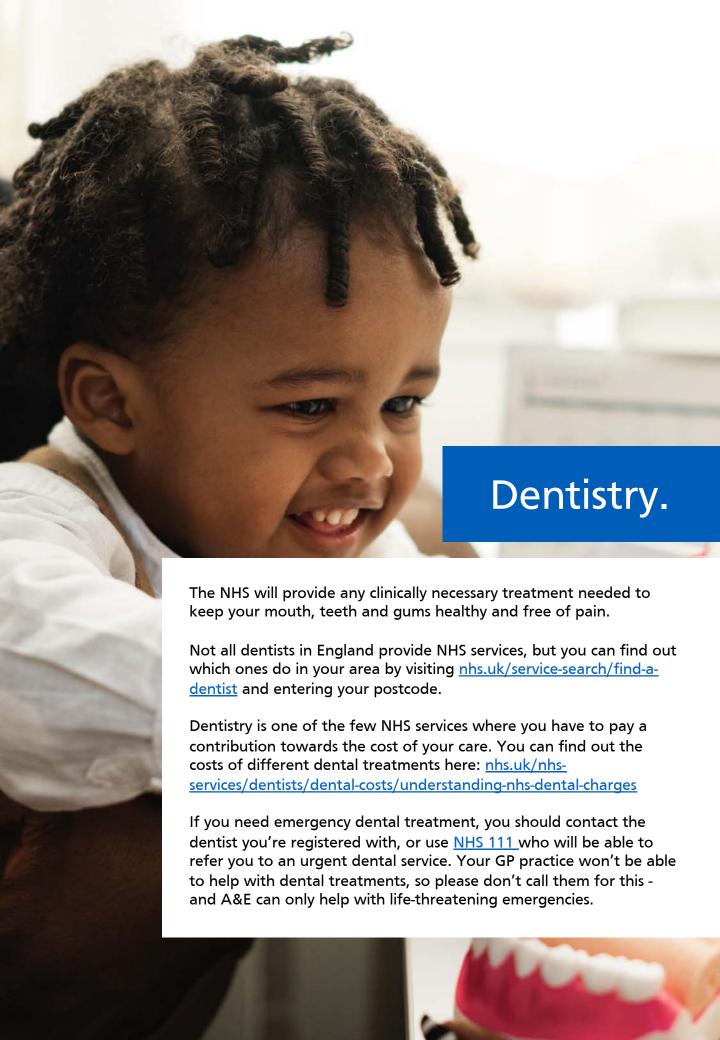
Alternatively you can call: 0300 013 57 27 between 9.00am and 5.00pm Monday to Friday.

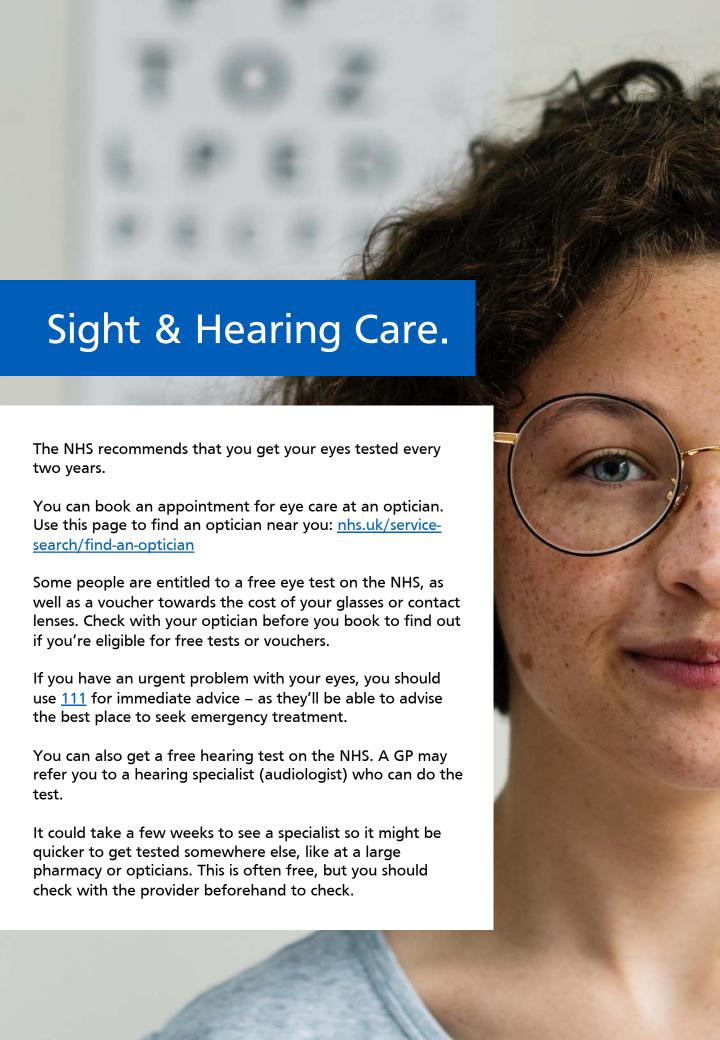
If you are having a mental health crisis and need urgent support, you can call the 24-hour helpline on **0808 196 9127**, 7 days a week.

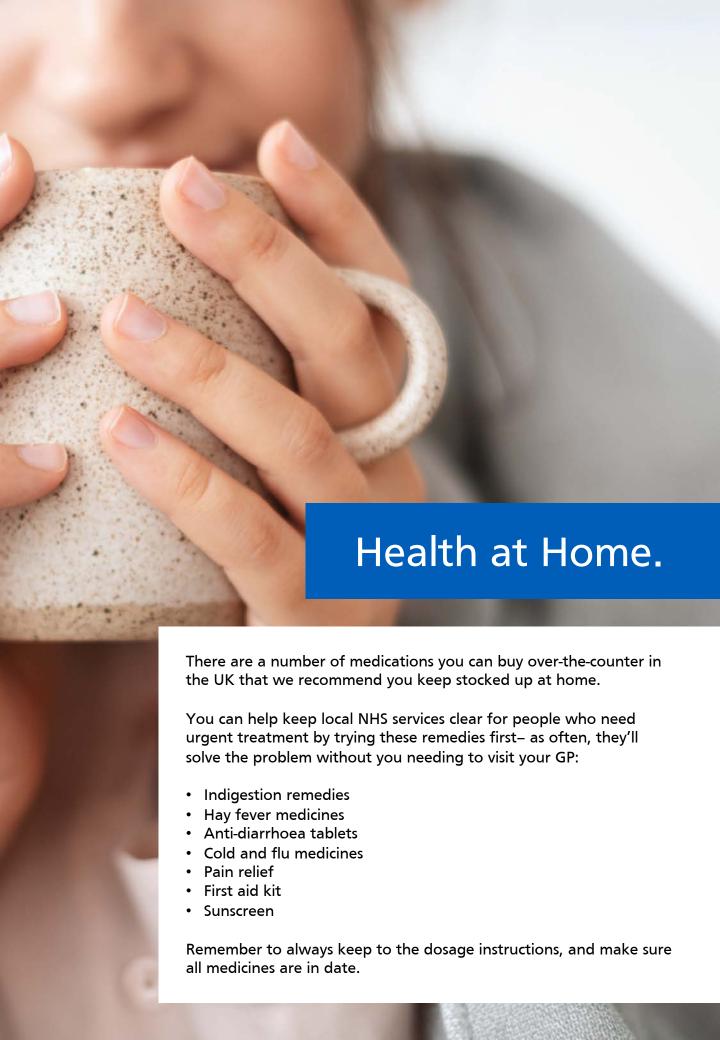
There are also charities which offer confidential advice from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

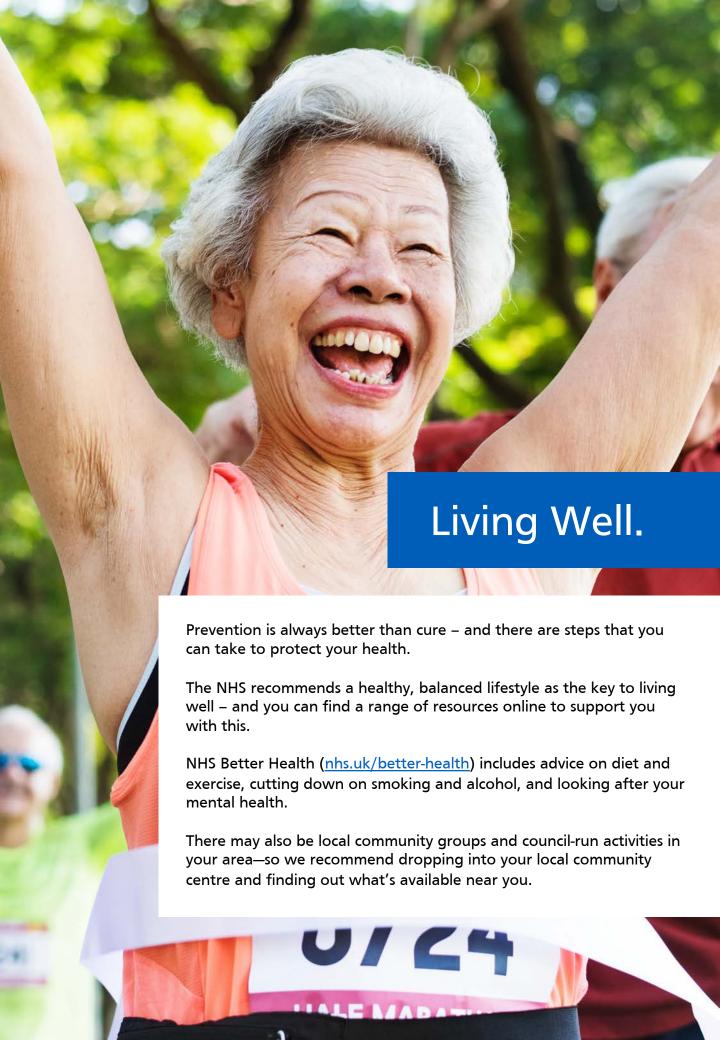
- Call 116 123 to talk to Samaritans, or email: <u>io@samaritans.org</u> for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

If you're under 19, you can also call 0800 1111 to talk to Childline. The number will not appear on your phone bill.









I have a cough, cold, sore throat, tummy trouble or an ache or pain.

Visit your local pharmacist as your first call here – as many pharmacists can offer support with these conditions, and will tell you if you need to visit a GP or other service.

I have a cut, graze, wound, sprain, minor eye injury, strain or minor burn.

These can usually be treated by a Minor Injuries Unit. Visit <u>111</u> <u>online</u> or call 111 first for advice – they may be able to book you an appointment if you need one.

I have a pre-existing condition I need advice and support with.

Contact your GP practice, who will be able to arrange a phone call or face-to-face appointment with a member of their team.

I have a new illness, lump or bump, or pain that isn't eased by over-the-counter remedies.

Contact your GP practice, who will be able to arrange a phone call or face-to-face appointment with a member of their team.

I am having problems with my mental health.

You can self-refer to the Healthy Minds service by visiting healthyminds.whct.nhs.uk/Worcestershire, or calling 0300 013 57 27 between 9.00am and 5.00pm Monday to Friday.

If you need urgent mental health support, you can call the 24-hour helpline on 0808 196 9127, 7 days a week.

I am having problems with my teeth or eyes.

Contact your nearest NHS dentist or optician, who will be able to help.

Which NHS service do I need?

You can use this quick reference guide to see which service is most appropriate for you.

If you have a problem not answered here, visit 111 online at 111.nhs.uk to find the right advice based on your symptoms.

I need emergency medical assistance.

If you are experiencing any of the below symptoms, you should go to A&E or call 999 immediately:

- loss of consciousness
- a sudden confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions (anaphylaxis)
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- stroke
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