

# THE SCOTT PRACTICE NEWSLETTER



## Pharmacy (age 2+)

- \*Allergic & Infective
- \*Conjunctivitis
- \*Hayfever
- \*Constipation
- \*Indigestion
- \*Pain (child and adult)
- \*Cold Sores
- \*Fungal skin infections
- \*Scabies
- \*Head lice
- \*Vaginal Thrush

## First2Physio (age 6+)

This is a triage/assessment service at Devonshire House.

- \*Musculoskeletal pain of less than 6 months
- \*Work related disorders ie repetitive strain
- \*Road traffic accident/whiplash
- \*Pain/Discomfort during walking/running
- \*Post operative musculoskeletal pain.

## Health and care professionals

In Doncaster, reception staff at all 40 local practices are **trained care navigators**. They'll help you get the right treatment, information or advice with the most appropriate health and care professional.

Please listen to what our care navigators have to say; they're doing this to ensure you receive a quality service, saving you and others time.



**Care navigation – getting you to the right person, first time**

Find out more at:

[www.doncasterccg.nhs.uk/your-care/primary-care/care-navigators](http://www.doncasterccg.nhs.uk/your-care/primary-care/care-navigators)



## Care Navigation

### *Did you know that not all illnesses need to be treated by a GP?*

Our receptionists have been on training to help them to be able to navigate your call appropriately. There are a number of different services that have been implemented in Doncaster to provide you with the right treatment. Our receptionists will ask a series of questions in order to advise you appropriately. You can now be treated at the following service:

- \* Pharmacy
- \* First2Physio
- \*IAPT (Talking Shop)
- \*Social Prescribing
- \*Ear Care Service
- \*Eye Care Service
- \*Mexborough Minor Injuries
- \*Dental Services

### Social Prescribing

- \*Making connections
- \*Housing solutions
- \*Emotional Wellbeing
- \*Managing money & Welfare
- \*Managing symptoms
- \*Health lifestyle
- \*Work/volunteering activities
- \*Help to stay living at home

### Mexborough Minor Injuries Unit

- \*Sprains & strains
- \*Simple fractures
- \*Wound infections
- \*Minor burns and scalds
- \*Sunburn
- \*Cuts
- \*Grazes

### Open 9am-9pm

- \*Minor Eye injuries
- \*Foreign bodies in eye/ears
- \*Simple head wounds
- \*insect/Animal bites

## Care Navigation

### IAPT (01302 565556)

- \*Depression
- \*Anxiety
- \*Phobia
- \*Panic
- \*Post traumatic stress disorder
- \*Obsessive compulsive disorder

### Ear Care Service

- \*Acute ear care problems
  - \*Treatment of wax
- Certain pharmacists are trained. Please ask at reception for your nearest pharmacy.

### Eye Care Service

- \*Red/pink eye
- \*Itchy/Gritty/Sore/Burning eyes
- \*Dry eyes
- \*Watery/mucky eyes
- \*Eyelid lumps and styles
- \*Foreign body on the eye
- \*Mild pain/discomfort in eye
- \*Flashing lights/Floaters
- \*Ingrowing eyelash
- \*Blurred/Distorted vision

### Dental Problems

If you have any dental/jaw/tooth problems then you will need to contact your dentist or 111 for treatment and medication. GPs are unable to treat a dental abscess.



**More choice, more appointments service**

- **160 hours** of extra **GP and nurse** appointment time
- **Across five locations** in Doncaster

Find out more at:  
[www.doncasterccg.nhs.uk/your-care/primary-care](http://www.doncasterccg.nhs.uk/your-care/primary-care)  
[www.primarycaredoncaster.co.uk](http://www.primarycaredoncaster.co.uk)  
Or speak to your local practice staff  
@doncasterccg  
#MoreChoiceMoreAppointments

Primary Care Networks, choice and access

Primary care networks have added an additional 160 hours of GP and Nurse and have made these available over 5 different locations, these are:

- \*Tichkill Surgery \*Conisborough Group Practice
- \*Lakeside Surgery \*Same Day Health Centre
- \* Thornmoor Medical Centre (Thorne)

You can be seen at these extra appointment through the week and also on a Saturday. At the “hubs” there will be GPs, Advanced nurse practitioners, & healthcare assistants. Receptionists will be happy to book you a suitable appointment.

## Online Services—What can you access?

You can sign up to use our online service and will be able to access the following:

- \* Book/cancel and change appointments (GP, Nurse & HCA)
- \* Order your medication
- \* View your medical record
- \* View your test results
- \* Service announcements for health news

You are able to assign a named Proxy user with consent to allow parents to book for children (under 13) and also for other family members to have access to information, again with consent.



Did you know that you can have your height, weight, blood pressure and pulse checked in surgery without an appointment. Ask the receptionist for a token.