

A GUIDE TO ALTERNATIVE URGENT CARE



Think...

Accident and Emergency services are for serious and life threatening situations.

You may be **turned away and directed to another NHS service if that is more suitable.**

Keep A&E for those who really need it.

Right Treatment Right Place



Sometimes our urgent care services are not always used in the right way. Each year we see an increase in the number of people visiting Accident and Emergency (A&E) when they could have received the help that they needed from their Pharmacist, GP or our Urgent Treatment Centre (including walk-in access)

The Right Treatment Right Place campaign aims to give you the information you need to help you find healthcare advice and services should you or a family member become unwell. It uses a simple traffic light system to give you information on three areas of care:

Self Care

Lots of problems can be treated just by looking after yourself. Home is often the best place when you're feeling unwell.

Making sure you have over-the-counter products such as painkillers, antiseptics and plasters in your medicine cupboard means that if you or your family becomes unwell, you have something to help.

Drinking plenty of water is a good way to help you get better if you are feeling unwell. Avoid fizzy drinks and pure fruit juices. Getting plenty of rest can also help.

Did you know:

- Viruses that cause coughs, colds and sore throats cannot be treated by antibiotics
- Maintaining a healthy diet and taking plenty of exercise can help you keep fit and well
- Eating five portions of fruit and vegetables a day and drinking lots of fluids may help protect you from a number of preventable illnesses

Professional Health Services

Health professionals such as your Pharmacist, GP or Dentist provide a range of medical advice and treatment. You can save time by seeing the most appropriate health professional first. For example you could visit your local pharmacist instead of your GP.

Pharmacist

Visiting your pharmacist can be a quick way of accessing medical help and advice. As well as dispensing prescriptions, they provide a wide range of services and immediate help and advice on many illnesses such as cold and flu, stomach upsets and sore throats. You don't need an appointment and you can speak to your pharmacist in private and in confidence. Many pharmacists have extended opening hours including evening and weekends.

Contact your GP

You should contact your GP if you or a family member has a condition that you or your Pharmacist cannot treat. Your GP practice will be able to offer you a range of appointment options, including evening and weekend appointments based across five hubs in Tameside and Glossop.

Urgent Treatment Centre (including walk-in access)

If you cannot get an appointment through your GP practice and want to see someone urgently you can visit the Urgent Treatment Centre (including walk-in access). The centre is open 9am-9pm every day of the year.

Dentist

If you experience toothache, try to relieve the problem with painkillers in the first instance. If the problem persists then you should make an appointment to see your dentist. If you do not have a dentist, you can access dental services by ringing: **0161 476 9649** and someone will be able to make you an appointment for routine or urgent care. Urgent care advice at weekends and outside normal surgery hours (6.30pm to 8am) is available by calling: **0161 337 2246**.

NHS 111

For free and confidential advice and guidance on where to get the right medical help you can contact NHS 111 at any time of day. You can telephone 111 or use your smartphone, laptop or digital device to go online to 111.nhs.uk. The online service is not available for advice for children under 5.

Accident and Emergency

Accident and Emergency (A&E) is for hospital attention due to serious illness or injury only.

Visit A&E if it's a serious or life threatening situation. An emergency might include:

- Severe chest pain
- Suspected heart attack or stroke
- Suspected meningitis
- Suspected broken bones
- Breathing difficulties
- Sudden and severe headaches
- Severe burns
- Severe injuries requiring hospital treatment

The rule is simple. **Call 999** for an ambulance, or take someone straight to A&E if it is an **emergency or life threatening situation**.

A&E should only be used in extreme circumstances. Many people visit A&E when they could have received the advice and help they needed from their Pharmacist, GP or Urgent Treatment Centre (including walk-in access)

If you access A&E inappropriately, you may be turned away and directed to another NHS service.



Minor Ailment Scheme Participating Pharmacists

Patients who present with the minor ailments or conditions listed below could be treated quicker or more conveniently through self-care and visiting their pharmacist.

- High temperature
- Conjunctivitis
- Coughs
- Hay fever
- Headache
- Head lice



- Nasal Congestion
- Threadworm
- Sore Throat
- Athletes Foot
- Vaginal Thrush

Your local pharmacist can help you with many common conditions, health advice and over the counter medication where needed.

Contact or visit your nearest pharmacist across Tameside and Glossop to access support through the minor ailment scheme.

Primary Care Access Service - Tameside and Glossop

You should contact your GP if you or a family member has a condition that you or your pharmacist cannot treat. Your GP practice has core opening hours of 8am – 6.30pm, Monday to Friday. Your GP practice will be able to offer you a range of appointment options, including evening and weekend appointments between 6:30pm—8:00pm based across the five hubs.

<p>Ashton Neighbourhood Hub</p> <p>Ashton GP Service Old Street Ashton-Under-Lyne O16 7SR</p>	<p>Glossop Neighbourhood Hub</p> <p>Glossop Primary Care Centre George Street Glossop SK13 8AY</p>	<p>Hyde Neighbourhood Hub</p> <p>Haughton Thornley Medical Centre Thornley House Thornley Street Hyde SK14 1JY</p>
<p>Denton Neighbourhood Hub</p> <p>Ann Street Health Centre Millgate Partnership Ann Street Denton M34 2AJ</p>	<p>Stalybridge Neighbourhood Hub</p> <p>St Andrews House Medical Centre 2 Waterloo road Stalybridge SK15 2AU</p>	

Primary Care Access Service

- ▶ Patients can pre-book routine evening or weekend appointments with a healthcare professional at one of five neighbourhood hubs.
- ▶ When GP practices are closed, patients who have had a clinical assessment and require urgent but non-life-threatening assistance may be offered an appointment at one of the five neighbourhood hubs.

Benefits:

- ✓ your GP practice can book an appointment for you at one of the neighbourhood hubs in Ashton, Glossop, Hyde, Denton or Stalybridge;
- ✓ flexible appointment times, outside traditional working hours;
- ✓ out-of-hours appointments at all five hubs, with overnight access available at Ashton Neighbourhood Hub.





To view the leaflet, please scan this QR code.

The Primary Care Access Service does not offer a walk-in service.


Service provided by:



A GUIDE TO ALTERNATIVE URGENT CARE SERVICES

Services	Conditions that can be treated
 <p>GP Minor Injuries Service</p> <p><i>(Contact your GP to check if they offer this service)</i></p>	<p>Sometimes our urgent care services are not always used in the right way. Each year we see an increase in the number of people visiting Accident and Emergency (A&E) when they could have received the help that they needed from their Pharmacist or GP.</p> <p>You should <u>contact your GP</u> if you or a family member has a condition that you or your Pharmacist cannot treat including:</p> <ul style="list-style-type: none"> • Minor dislocations of phalanges • Limb sprains • Abrasions • RTA • Whiplash • Splinters • Rib Injuries • Non-penetrating superficial ocular foreign bodies • Recently occurring flashes or floaters • Recent and sudden loss of vision • Foreign body in the eye • Follow up care given after hospital visit, e.g. suture removal, Wound dressings etc. • Recent injury of a severity not amenable to simple domestic first aid • Injury where it is suspected stitches may be required • Following blows to the head where there has been no loss of consciousness • Recent eye injury • Partial thickness thermal burns or scalds involving broken skin <i>(not over 1 inch diameter and not involving the hands, feet, face, neck, genital areas)</i> • Foreign bodies superficially embedded in tissues • Minor trauma to hands, limbs or feet • Nose bleeds • In-growing eyelashes • Lacerations capable of closure by simple techniques (stripping, gluing, suturing)
 <p>Minor Eye Conditions Scheme</p> <p><i>(see page 8 for contact details)</i></p>	<p>If you have a red eye, change in vision, flashers or floaters - then you can be seen and assessed, and treated by one of the participating optometrists. People can be also signposted by their GP to the free new services.</p> <ul style="list-style-type: none"> • Red eye or eyelids • Irritation and inflammation of the eye • Significant recent sticky discharge from the eye or watery eye • Recently occurring flashes or floaters • In-growing eyelashes • Recent and sudden loss of vision • Foreign body in the eye

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Services	Conditions that can be treated
Emergency Dental Services	<p>In Hours - Mastercall – Tameside & Glossop: 0161 476 9649 Out of Hours - Go To Doc – Tameside & Glossop: 0161 337 2246</p> <p>www.tamesideandglossopccg.org/local-services/dental-services</p>
Getting Help – Mental Health	<p>Minds Matter: 0161 343 5748 MIND: 0161 330 9223 Healthy Minds: 0161 716 4242- Children 0161 716 3600</p> <p>A full list of services can be found on the website below: www.tamesideandglossopccg.org/mentalhealthsupport</p>
Military Veterans Service	<p>Mental health support to ex-service personnel for conditions including depression, alcohol and substance misuse, anger problems and post-traumatic stress disorder.</p> <p>Telephone: 0300 323 0707</p> <p>www.penninecare.nhs.uk/your-services/military-veterans-service/</p>
Sexual Health Services	<p>Sexual Assault Referral Service - St Marys Hospital (T&G) Sexual Health</p> <p>Telephone: 0161 276 6515</p> <p>www.tamesideandglossopccg.org/local-services/sexual-health-services</p>
Palliative Care Services	<p>Macmillan Nurses</p> <p>Telephone: 0161 342 7770</p> <p>www.tamesideandglossopccg.org/local-services/palliative-care-services</p>
 <p>Children's Health Information</p>	<ul style="list-style-type: none"> • Pregnancy • Birth to Five Handbook • Breastfeeding and solids • Common Childhood Illness • Book & Fever • Wheezy & Vomiting <p>Information booklets and leaflets on all of the above are available on the website below: www.tamesideandglossopccg.org/your-health/children-s-health-information</p>

Minor Eye Conditions Service

Who is this service for? If you are registered with a local GP you can use this free service. It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

What is a Minor Eye Conditions Service? Conditions that can be seen under the service include:

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes or floaters
- Ingrowing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye



The poster features the NHS logo in the top right corner. The main text reads 'Minor Eye Problems?' in large blue font, with a stylized eye graphic to the right. Below this, it asks 'Sore eyes? Red eyes? Visual disturbance?' in white text on a blue background. At the bottom, it states 'FREE NHS appointments available at participating opticians' in white text on a blue background.

To make an appointment contact one of the participating opticians below:

Ashton	Boots (Ashton) 0161 308 4428	Muldoon & Tonge 0161 330 4643	Roberts Opticians 0161 330 2394	Specsavers (Ashton) 0161 339 4449
Denton	Eyes Right Opticians 0161 335 9500	Cartwright Optometrists 0161 336 3726	Eyes Right Opticians 0161 301 1400	Wass CH & Co Opticians 0161 370 2037
Glossop	Jacksons Opticians 01457 852 233	Boots Opticians (Glossop) 01457 852523	Specsavers 01457 899 560	Sarah Dineen Opticians 01457 868 111
Hyde	Artingstall Optometrist 0161 368 7460	Mitchell Opticians 0161 368 1183	Specsavers (Hyde) 0161 367 8977	
Stalybridge	Stalybridge Eyecare 0161 338 2561	Steve Mayer Opticians 0161 303 7773		