

IAPT (Improving Access to Psychological Therapies) provides support with mild to moderate depression and/or an anxiety disorder for patients aged 18 and over. The IAPT team is made up of staff who provide a service for people with common mental health problems, enabling them to acquire the skills they need to promote their own recovery.

Individuals can refer themselves to the service by calling [0300 999 1616](tel:03009991616) (Monday to Friday, 9am to 7pm). For further information please visit: www.nhft.nhs.uk/iapt or E-mail: iapt.changingminds@nhs.net

Substance to Solution (S2S)

S2S is available to provide support for patients aged 18 and over with substance misuse issues. Patients can self-refer by walking in through the front door to be assessed by an open access worker. Further information can be found by visiting www.changegrowlive.org or calling [01604 211 304](tel:01604211304)

Domestic Abuse Service

Provides help and support to victims and survivors of domestic abuse from all genders and walks of life, covering all ethnicities, socio-economic statuses, sexual orientation and religions. To speak to someone call [0300 012 0154](tel:03000120154). Or ask your GP in your consultation about the service as appointments are available at our practice.



Patient on Line Services

GP online services allow you to access a range of services via your computer or mobile device. Once you have signed up, you will be able to:

- book or cancel appointments online
- order repeat prescriptions online
- view parts of your GP health record, such as medication, allergies, vaccinations, previous illnesses and test results

Everyone who is registered with a GP can have access to their practice's online services. There has been extremely good feedback from patients who use this service. If you have not tried these services then please ask the Receptionist, where they will be happy to register and guide you through these options.

IMPROVING ACCESS TO GP SERVICES **PATIENT INFORMATION LEAFLET**

How can we improve access to general practice services?

Public satisfaction with general practice remains high, but increasingly, patients are reporting more difficulty in accessing services. Practices would like to offer better access, but that they are experiencing increasing pressure and are having difficulties in offering their patients timely appointments. This is frustrating for both practice staff and for patients alike. Some of the areas we will be looking at to improve Access to General Practice include:

- Signposting & Care Navigation
- Using Patient Online Services
- Clinical Triage
- Reducing DNAs (Did not Attend)

Rothwell & Desborough Healthcare Group is working closely within our Locality, with our local Federation (3Sixty) and Nene Clinical Commissioning Group (CCG) on a new initiative, Care Navigation, which aims to help improve access to general practice services.



Care Navigation / Sign Posting

When you contact the practice you will be asked some questions by a trained Care Navigator who will help to ensure that you see the right professional for your needs, which is not always the GP. Please be assured that if you need to see the GP you will still see the GP.

There may be a settling in period for this new service, we ask for your support and patience whilst this takes place. Hopefully you will then begin to see improvements accessing the primary care services you need now and in the future.

We would welcome any feedback from you to help improve our services.

Examples of services that you may be signposted to include:

First for Wellbeing who provide support with:

- achieving a healthy weight
- managing finances
- giving up smoking
- living conditions
- adult learning and employment
- coping with everyday life
- social inclusion
- becoming alcohol aware
- low level anxiety
- Getting active

This service is for patients aged 18 years and over. Individuals can refer themselves to the service by calling 0300 126 5000 (Monday to Friday, 8am to 6pm) or by contacting the team's email at: info@firstforwellbeing.co.uk

A self-assessment can be completed at www.firstforwellbeing.co.uk/wellbeing-assessment

A member of the First for Wellbeing team will discuss an individual's needs in detail to arrange the right community referral. For further information please visit: www.firstforwellbeing.co.uk

Community Pharmacies who provide support with:

- Coughs and colds
- Cuts and grazes
- Acne
- Cold sores
- Heartburn/Indigestion
- Constipation
- Hay fever
- Sunburn
- Rashes and minor allergic reactions
- Medication use reviews / Side effects
- Sore throat
- Insect bites
- Ulcers
- Conjunctivitis (>2 Yrs)
- Verruca's & Warts
- Diarrhea & Vomiting
- Travel advice
- Head lice
- Pain relief

Community pharmacy is a socially inclusive healthcare service providing a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health service. Most pharmacies now have a private consultation area specifically for confidential or sensitive discussions.

Sexual Health which includes:

Chlamydia Screening

If you are from Northants and aged 15-24 you can take a FREE test at any of our network of screening sites, alternatively order a postal kit via www.gettalkinggettested.com or call for advice on 0845 602 3511.

BPAS (British Pregnancy Advisory Service)

BPAS is the UK's leading abortion care service and has been taking care of women for almost 50 years. Their sensitive and highly trained staff will provide unplanned pregnancy advice, help guide you through your options and provide abortion treatment if you choose it. Telephone 03457 30 40 30 or visit www.bpas.org

Emergency Hormonal Contraception (EHC)

Young women under the age of 25 (including under 16's) can obtain FREE EHC from a number of community pharmacies. The pharmacist will need to ask a few questions in confidence but this will only take a few minutes. This service is available from the following local pharmacies:

Lloyds Pharmacy, Rothwell Medical Centre, Rothwell NN14 6JQ

Asda Pharmacy, Phoenix Centre, Corby NN17 1AP

Cohens Chemist, 108 Gold Street, Wellingborough NN8 4ES

Dudley Taylor, 46 High Street, Thrapston, Kettering NN14 4JH

Finedon Pharmacy, 95 Wellingborough Road, Finedon NN9 5LG

Harborough Field Pharmacy, 160 Newton Road, Rushden NN10 0GP

West Chemist, 4 Kingsley Park Terrace, Northampton NN2 7HG

Musculoskeletal (MSK) Physiotherapy Self Referral Service

A physiotherapy service available for patients aged 16 years and above with Musculoskeletal problems such as:

- Sports Injuries
- Arthritis joint pain

To make an appointment complete a referral form on-line at www.nhft.nhs.uk/msk-physiotherapy-esp or download a form and e-mail it to northants.pcc@nhs.net **This service is NOT for back and neck problems.**