



Worksop Road  
Sheffield  
S26 4WD

Tel: 0114 4333888

## Questions about clarity for patients to book into practices in our PCN

### 1. I need to get a GP appointment today?

It is important to note that GP practices have a variety of clinicians who work in our teams. Our Patient Services Advisors have been asked by the clinicians to ask you what you are calling for so that we can arrange an appointment with the most appropriate clinician. This may not be a GP. This may be a Physician Associate, and Advanced Nurse Practitioner, a Pharmacist, a Physio, a Paramedic, a Mental Health Practitioner or a Social Prescribing Link Worker.

#### **Community Pharmacy Consultation Service (CPCS)**

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England and NHS Improvement on the 29 October 2019, to facilitate patients having a same day appointment with their community pharmacist for minor illness improving access to services and providing more convenient treatment closer to patients' homes. Please refer to the link here to find out more <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/community-pharmacist-consultation-service/>

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

#### **First Contact physiotherapists (FCPs)**

First contact physiotherapists (FCPs) are advanced musculoskeletal (MSK) practitioners working within primary care with extensive expertise in the clinical assessment, diagnosis and management of MSK conditions, which was supported within the NHS Long Term Plan (CSP, 2021).

They have developed advanced competencies to be able to manage MSK conditions as the first point of contact; as an alternative to your GP or other advanced clinical practitioner (ACP). They can be accessed directly by contacting your practice's reception. Practice administration staff are trained to be able to care navigate patients following a series of questions to the most appropriate clinician; in respect to MSK conditions this may be one of the first contact physiotherapists.

Following an assessment, they will arrange the appropriate management plan; whether this includes advice on self-management, referral for treatment, arranging investigations or possibly providing a fitness for work report.

The First Contact Physiotherapy service is not a replacement for the existing MSK physiotherapy service. If a patient requires further rehabilitation, then the FCP will be able to



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refer into the existing MSK physiotherapy service. The aim is to provide support for doctors and other Advanced Care Professionals within primary care and help to meet the ever growing demand. Various studies suggest that 20% of GP consultations were related to MSK conditions (Department of Health, 2006; Jordan et al., 2007; McCormick, Fleming & Charlton, 1995).

An appointment can be access by patients over the age of 16 registered with a Rotherham GP practice with a probable MSK complaint.

Inclusion criteria:

Back pain  
Neck pain  
Spinal pain  
Shoulder pain  
Pain in the elbow, wrist or hand  
Pain in the hip, knee or ankle  
Muscular sprain or strain

Exclusion criteria:

Under 16 years of age  
Feeling generally unwell  
Open wounds  
Abdominal pain  
Chest pain

Symptoms that are not felt to be originating from a muscle/joint or nerve problem.

Patients can access an appointment via the following methods:

- Ring our reception where we will be able to book an appointment.
- Come into the health centre and book an appointment at the reception desk.
- Book an appointment via the Rotherham Health app.

Since the outbreak of the COVID-19 pandemic, like the majority of NHS services, the First Contact Physiotherapy service conducts remote consultations with patients initially. If the FCP needs further information to form a treatment plan, they may arrange a face to face consultation (ensuring all necessary infection control procedures are followed).

We have a number of GP appointments which are made available on the day every day; however these go very quickly, so patients are encouraged to call early in the morning. Telephone lines are open from 8:00am. Appointments are also available online, but these can be booked into by our staff too. First thing is the best course of action if you need a same day appointment.

There is an On-Call GP every day for anything that is deemed to be medically urgent. This involves an over the phone assessment via our Triage.

## **Swallownest Health Centre**

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Evening and weekend appointments are also available with a variety of clinicians who may be able to help via telephone, video or by visiting another GP practice locally. These appointments are also available online via The Rotherham Health App. <https://rotherhamhealthapp.com/splash>

111 has an online assessment form (or you can ring them) that can be used out of hours and if necessary, an out of hours GP may call you back depending on your answers. This is very similar to our own Triage system. This is a fantastic service being provided and we would encourage everyone to use it that needs help during the evenings and weekends. <https://111.nhs.uk/>



## Are you using the right service?

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| <p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p> | <p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p> | <p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p> |
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| <p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p> | <p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p> | <p><b>A&amp;E or 999</b></p>  <p>Emergencies only</p> <p>Severe bleeding<br/>Choking<br/>Breathing difficulties<br/>Chest pain<br/>Stroke</p> |
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## **2. I need to book an appointment with GP for 2 weeks today please?**

As above please call early in the mornings or look online and there will be a few 2-week pre-bookable slots that open up every morning. If you call in an afternoon, we may ask you to ring back another morning as the appointments are not always available for reception staff to use yet. Please note as above that a GP may not be the right clinician to see. You may be able to access services quicker with another clinician if you provide us with information.

## **3. I need to book an asthma review please?**

Our experienced chronic disease nurses undertake our Asthma reviews for us. There are generally a number of appointments available within 1-2 weeks of you contacting us. These are available to book online or by telephone. We are also now able to send electronic messages out via SMS or email with a link attached that takes the patient straight to the booking page when you enter your date of birth. You do not need to register for online services to use this. We and our patients who have used this have found this very useful and efficient, and we are hoping to roll it out to more clinics later this year following when we are sure that this is working fully for us. We have also recently created an online questionnaire that feeds back into the patient record for Asthma Reviews why not take a look?

Our Nurse and Healthcare Assistant rotas are available to book 4 months in advance at any time. Unfortunately not all Nurse and Healthcare Assistant appointments are made available online due to inappropriate booking by patients.

## **4. I need to book an appointment with the nurse for contraceptive advice?**

For new contraception advice this needs to be with a GP as a routine appointment or you can contact Sexual Health Services who may be able to see you sooner, see our website for details. For contraception reviews this can be with one of our Healthcare Assistants who generally have appointments available every week in the afternoons and evenings.

## **5. Can you explain how your online advice/access can be accessed for me? (e.g. apps/online/accurx etc)**

We have a very informative website that has a lot of information regarding other services to support our patients.

There are 4 ways to access online services for our practice and in our area.

The first is via our practice website, one of the reception team can set this up for you via telephone. You can order medication and book various appointments that are at our practice up to 6 weeks in advance.



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There are 3 apps that you can also use:

- 1) **Rotherham Health APP** – We find that this is the most comprehensive app for our patients to use, as it offers more than other apps. You can order medication and book appointments with us and other practices in the area that have out of hours services. Currently this is set up so you can only see 1 weeks' worth of appointments however this will change shortly to 6 weeks. We will inform our patients as soon as we are aware of the date. You can also see some test results and other information using this service.
- 2) **NHS APP** – you can order medication and book appointments at our practice up to 6 weeks in advance. Also, this facility holds your Covid passport details.
- 3) **Airmid APP** – this is the App version of the service that provides our website facilities and is set up in a very similar fashion.

To use any of the above APPS you will need to create an NHS Log in which is a universal username and password to be used throughout the NHS. After you download any of these the application will prompt you to register and give you instructions to set this up.