

## **CHURCHVIEW SURGERY KEY PATIENT MESSAGE**

Due to the coronavirus outbreak, how you contact your GP surgery will be different at the moment. This is to limit face-face contact where possible and help stop the spread of coronavirus

Face-to-face appointments are available to all patients, but you may be asked to discuss your conditions over the phone or online first to assess what would be most appropriate for you

### **WAYS TO ACCESS HELP AND ADVICE**

**Patient Access** – <https://www.patientaccess.com>

On line service for GP appointments and medication requests

**On Line Consult** – <https://www.online-consult.co.uk/org/churchview-surgery>

On line service for patient information leaflets and self-help guidance. There is also a form available to submit to your GP practice to request advice and support

### **NHS 111**

Call NHS 111 or go online to seek advice <https://111.nhs.uk>

### **NHS Choices**

<http://www.NHS.UK>

### **Minor Ailment Scheme**

#### **What is the minor ailment scheme?**

The minor ailment scheme is designed to enable people with minor health conditions to access medicines and advice they would otherwise visit their doctor for.

It allows patients to see a qualified health professional at a convenient and accessible location within their community, and means patients do not need to wait for a GP appointment or queue up for a valuable A&E slot with a non-urgent condition.

Childhood ailments that may be treated under the scheme include:

- [colds](#)
- [coughs](#)
- [diarrhoea](#)
- [earache](#)

- [hay fever](#)
- [head lice](#)
- [nappy rash](#)
- [sore throat](#)
- [teething](#)

If the patient being treated is exempt from paying prescription charges – because they're under 16 or over 60, for example, or they have a prescription prepayment certificate (PPC) – you don't have to pay for the medicine.

### **Practice Website**

Advertising different ways to obtain help and advice.

Practice Email Address: [reception.churchview@nhs.net](mailto:reception.churchview@nhs.net)

### **Telephone/Video Consultations**

Call your surgery to discuss a virtual (telephone or video), or face-to-face appointment booked via the reception team on **01384 566929**. All appointments are bookable on the day.