

## **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>

**AccuRx** – <https://florey accurx.com/p/M88030>

Message the practice directly using the above link. The practice aims to view your message within 3 working days and reply via text, email or phone-call within 5 working days. This may take a little longer if the query relates to a member of staff who is absent through illness or holiday.

### **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. **You will be able to get advice and free treatment (if you need it) from your pharmacist for minor illnesses and complaints, such as:**

- acne.
- athlete's foot.
- backache.
- cold sores.
- constipation.
- cough pain.
- diarrhoea.
- earache.

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:

Cough  
Cold  
Diarrhoea  
Hayfever  
Head lice  
Nappy rash  
Sore throat

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. Future appointments are available to book on line through patient access.