

# BCP – Patient Advisory Group News Letter

August 2019



BCP

Your Practice. Your Care. Your Health.

## BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



The next meeting of the PAG will take place on **Wednesday, 4<sup>th</sup> September** at Waters Meeting Health Centre, commencing at 2.30 pm.

### **Bolton CCG Patient Information**

The following information has been made available by Bolton CCG and BCP.

#### **GP Surgeries Core Opening Times**

All Bolton GP surgeries are open from 8.00am to 6.30pm Monday to Friday, including Wednesday afternoons.

Children under 12 must be assessed on the same day if they call their GP for an appointment. This may start with a telephone conversation and the child may then be seen at the surgery if necessary. For a child needing urgent hospital care this will be arranged by the GP. These core hours are part of the Bolton Quality Contract.

#### **Access to GP Surgeries outside Core Hours**

If you need an appointment between 6.30pm to 9.30pm Monday to Friday or a morning appointment at the weekend, contact the surgery as usual and you will be advised to attend one of three hubs, these are:

- Waters Meeting Health Centre
- Winifred Kettle Centre
- Urgent Treatment Centre at the Royal Bolton Hospital (access via Main Door).

If you require **urgent help** from a GP, day or night, please ring BCP as normal and you'll be directed to the right service at the right time.

#### **How your Local Pharmacy Team can help you**

Your local pharmacy team are qualified healthcare professionals with the knowledge and skills to help with many health concerns. Pharmacists can give clinical advice, right there and then, and help you choose the most appropriate treatment. If your symptoms suggest it's more serious, they'll ensure you get the care you need.

#### **What can you do?**

Keeping a few useful medicines at home means you can treat common conditions immediately without needing to see a healthcare professional.

#### **These could include:**

- Painkillers to help with pain, discomfort and fever.
- Indigestion medicines, oral rehydration salts and treatments for constipation and diarrhoea.
- Treatments for seasonal conditions like colds and hay fever.
- Sunblock and after sun.
- Basic first aid items (for example plasters or antiseptic cream).

If you have children, make sure you also have products suitable for them. Speak to your local pharmacy team about what medicines to keep at home, where to store them safely and how to use them.

#### **A&E**

Remember that A&E is for **serious injuries and life-threatening conditions only**. If you go with minor health problems you may be turned away and directed to more suitable NHS services.