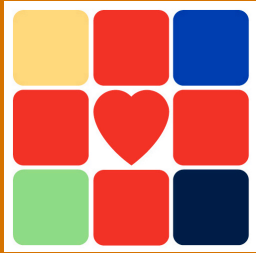


Charnock Health Newsletter



Charnock Health
White Lane
Sheffield
S12 3GH

0114 239 9202



www.charnockhealth.nhs.uk

Spring 01 2013

Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

CALL 111



When should I call 111?

If you need medical help fast but it's not a 999 emergency

If you don't know who to call or you don't have a GP

If you think you may need to go to A&E or another NHS urgent care service.

If you require health information advice or reassurance about what to do next.

Changes to access out of hours care services

From 5th March 2013 there will be a new phone number to call if you need medical help or advice when surgery is closed.

The Department of Health have replaced NHS Direct with a new call centre to offer medical advice and help with medical problems. All GP practices are now obliged to provide access to their out-of-hours services through the new 111 number. By dialing 111 you will be put through to NHS call centre staff who can advise you about self-care for your problem, direct you to the appropriate medical care service or call an emergency ambulance if necessary. The service is available 24 hours a day, 365 days of the year and calls are free of charge from both mobiles and landlines when dialed direct.

What happens if I call the surgery for help when it is closed?

When you phone us when we are closed you will hear a recorded message explaining how you can get help and advice by calling 111. Sheffield Health Authority have specifically asked us not to automatically redirect your call to 111. This is because the call centre staff may need to spend some time talking to you and you would be charged for the call if we did this. Dialing 111 direct from your phone is free of charge for the entire call.

Who will see me if I need a doctor?

The call centre staff at 111 will spend time finding out about your problem then either offer you advice or pass your details to Sheffield GP Collaborative who will see you at their treatment centre as usual or visit you if you are housebound. If they feel you need treatment in casualty they will direct you there and call an ambulance for you if they think you need emergency treatment.

Why have they made these changes?

With so many different places available to provide different types of medical care the Department of Health hope that by introducing this system they will help people to find the right medical help as quickly as possible and avoid the delay and inconvenience of asking for help in the wrong place.

I don't want to use this number, where else can I phone?

From 5th March **this will be the only way** of getting access to out-of-hours care when surgery is closed. This change will affect all surgeries and is part of a national healthcare initiative to improve efficiency within the NHS.

Important!

Please let us know if you are interested in joining our online patient participation group

Charnock Health Patient Questionnaire 2013

We want to ensure that our services are as effective as possible. We hope that when you use our services you feel that we are listening to what you want and need from our practice. We aim to treat all our patients with respect and hope that you feel that this is the case. We are interested to know if you feel that we are successful in helping you to take care of your health.

Please help us by taking a couple of minutes to complete our patient questionnaire. By doing so you can help us to achieve these goals. The questionnaire can be found on our website at www.charnockhealth.nhs.uk and is also available in printed form in reception. Thank you for your help.