

## Some top tips to help us help you:

Washway Road Medical Centre

### APPOINTMENT & HOME VISIT REQUESTS

- \* **please ring before 11am on 0161 905 4711 if you need same day urgent medical attention**, so we can prioritise all requests & minimise waiting times.
- \* **let our staff guide you** about booking the most appropriate appointment. Routine appointments are 10 minutes per patient.
- \* Cancel your appointment by responding to our text reminder, if you're unable to keep it— someone else can attend instead.

### REPEAT PRESCRIPTIONS

- \* **order your repeat prescription on-line** once you've registered with formal photo ID at reception.
- \* **allow 2 weekdays** before collecting your repeat prescription from us & 3 weekdays if collecting directly from a pharmacy.
- \* **allow 2 weekdays** for hospital recommended treatment.
- \* attend for tests & reviews when first requested as a significant part of our time is spent reminding patients about this.
- \* don't leave it until the last day to order your repeat medication!

### TEST RESULTS

- \* **ring for blood test & other results after 11am, one week after your test**; this gives time for the requesting GP to consider & comment on the result.
- \* **try not to be alarmed if we contact you earlier about your result** - we will tell you if this needs prompt action, otherwise it is a routine matter that can wait a week or two for action or further discussion.

### SELF-HELP ADVICE

- \* our website [www.wrmc.org.uk](http://www.wrmc.org.uk) has lots of information & links you may find useful. It's updated regularly with topical items.
- \* NHS Choices website has a symptom checker at [www.nhs.uk](http://www.nhs.uk) & lots of good ideas for developing healthy living habits.
- \* NHS **111** provides help & advice on a range of health matters.

# QUICK GUIDE FOR ALL OUR PATIENTS about USING HEALTHCARE SERVICES

67 Washway Road  
Sale M33 7SS

Telephone	0161 905 4711
Cancellations	0161 905 4721
Facsimile	0161 905 4706
Website	<a href="http://www.wrmc.org.uk">www.wrmc.org.uk</a>
E-mail	<a href="mailto:info@wrmc.org.uk">info@wrmc.org.uk</a>

### Opening hours:

Monday & Tuesday	08:30 - 18:30
Wednesday	07:30 - 17:00 (closed 13:00 - 14:00 training)
Thursday & Friday	08:30 - 18:30

NHS care has changed remarkably over the last generation, with more complex treatments and procedures possible and a greater range of services & preventive procedures in local GP surgeries. Hospital stays are much shorter, so the medical care of patients in the community falls more to GPs' surgeries.

We're all aware that people are living longer and as a result, chronic illness affects more and more of the population. Currently 6 in every 10 of our patients have one or more chronic illnesses which require medication, monitoring and medical management. Those who are in their last months of life are often housebound, so a significant amount of time is often spent supporting them and their carers.

All this means that we have to **encourage self-help for those who are better able to manage their own illness, safely**. We're seeing increasing numbers of patients who have not tried any over-the-counter medicines and who are expecting help with minor illnesses lasting a few hours. **We're therefore keen to promote self-help by giving some idea of when & who to call when illness strikes:**

**1 Pharmacists** are qualified to give self-help advice about treating most minor illnesses - they should be **everyone's first point of contact for minor infections, skin conditions and respiratory illness lasting less than 7 days.**

**2 Our nurse practitioners** can diagnose & treat many minor illnesses that have **not responded to over-the-counter treatment** or advice from a pharmacist, eg. eye, ear, throat, chest & skin infections in all over 5s, along with rashes, spots & eczema problems at any age, providing the child is not unwell.

**3 Our practice nurses** can help you manage some ongoing conditions such as diabetes, heart & stroke disease, asthma & COPD at annual review - please attend when requested.

**4 GPs** can often give help and guidance over the telephone, particularly for ongoing conditions you've discussed with them before. Consider booking a **5 minute telephone consultation** if your problem doesn't require a physical examination or very detailed discussion.

**5 Face-to-face GP consultations** are needed when a more detailed discussion is needed or some type of physical assessment or examination.

**You can access these services below in addition to your registration with us.**

**6 Trafford's NHS walk-in centre** is based at Trafford General Hospital & is available for all minor illness needs from 8am - 8pm every day. Telephone 0161 747 4978.

**7 Altrincham General's Minor Injury** service is open from 8am - 8pm Monday - Friday and 10am - 6pm on Saturdays, Sunday & bank holidays. They can deal with all minor injuries which may require stitching or dressing or x-ray (children over 4 only) - if injury is less than 4 weeks old. Telephone 0161 934 8300.

**8 Out-of-hours service Mastercall** provides urgent GP services when we are closed for medical conditions that cannot wait until we re-open. Telephone 0161 476 2299.

**9 Trafford General Hospital's urgent care centre** has replaced A&E there and is open from 8am - midnight every day for urgent medical care that is not life-threatening. Telephone 0161 746 2619.

**10 A&E services** are available 24 hours a day at Central Manchester & Wythenshawe Hospitals, for all accidents & emergencies not suitable for the services already listed above.