

How we are increasing

GP appointments

Our surgeries are participating in a new approach to improve access for patients to GP appointments, by directing you to the most appropriate healthcare professional which maybe either a GP or a Pharmacist.

We have asked our reception staff to give you a same day referral to a local pharmacy of your choice where you will be assessed by a pharmacist who is a skilled clinician, highly trained and very experienced in treating minor illnesses.

If the Pharmacist feels you should be seen by a GP and your symptoms do require an assessment by a GP this will be done for you.

This will help free up GP appointments so that we can spend more time with those who have more complex needs.

Our aim is to improve access to healthcare for all our patients and ensure the right medical professional in seen. We hope you will try out this new service.



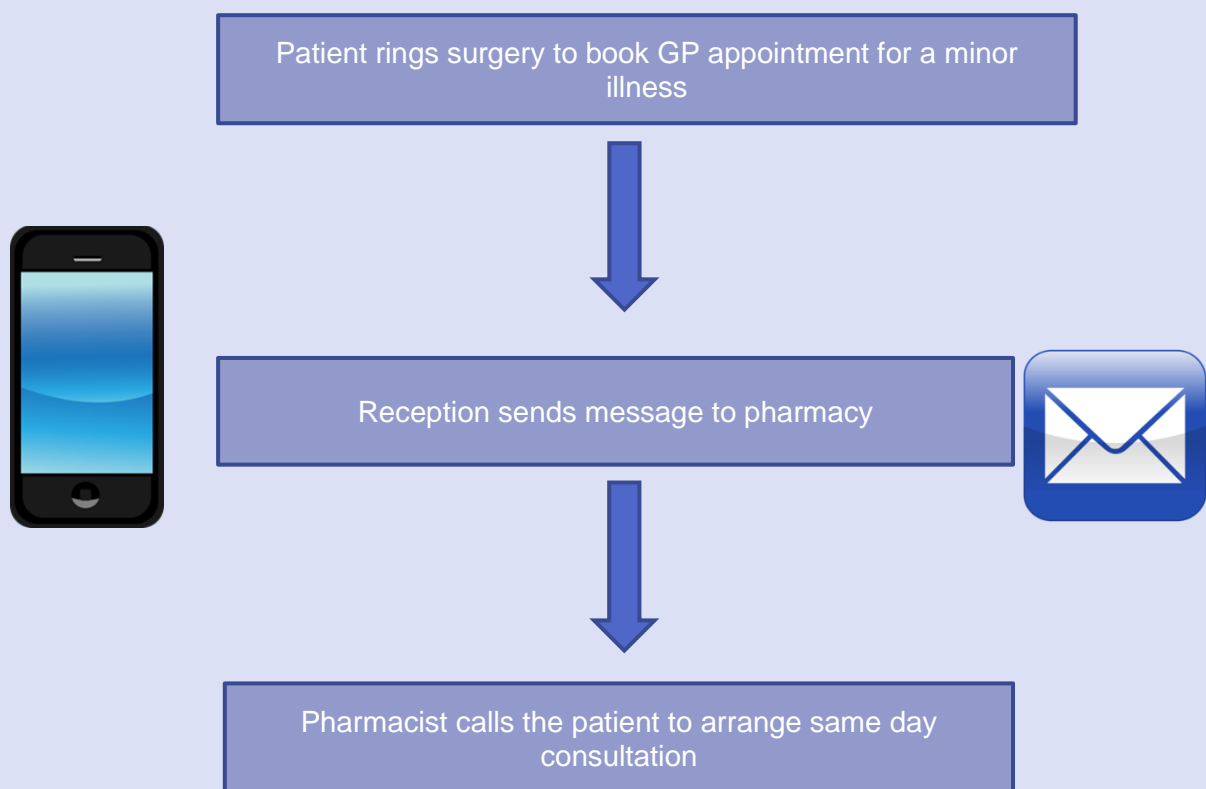
Dr Alison

**Elgar House Surgery
The Dow Surgery
Hillview Medical Centre
The Bridge Surgery**



Dr Meeraj Shah

Community Pharmacy Consultation Service



Some of the minor illnesses a pharmacist can help with

- Ear wax
- Headaches/migraine
- Cold and flu symptoms
- Urinary Tract infections in women
- Constipation
- Diarrhoea
- Rashes
- Athletes foot
- Cough

Consultation with the Pharmacist

Over the phone or in the pharmacy

Symptoms

What you've tried so far

Medicines taken regularly

Medical Conditions

Any allergies



Provide self-care advice or recommend a product

**Some of the local pharmacists can provide antibiotics
For some conditions**



**Contact GP surgery to advice that the patient needs to be assessed by a GP either
urgently today or for a routine appointment in the near future**



Our Experiences in Redditch

**4 x Surgeries offering the service so far:
Elgar House, The Bridge, The Dow and Hillview**

**14 x Local pharmacies are participating
in the service**

**235 x GP appointments have been used for more complex health needs
instead of minor illness**

How the service will benefit our patients

**Patients are able to get a same day consultation with a healthcare
professional for a minor illness**

**Patients being directed to the most appropriate healthcare
professional**

**More GP appointments available for patients with more complex
health needs**