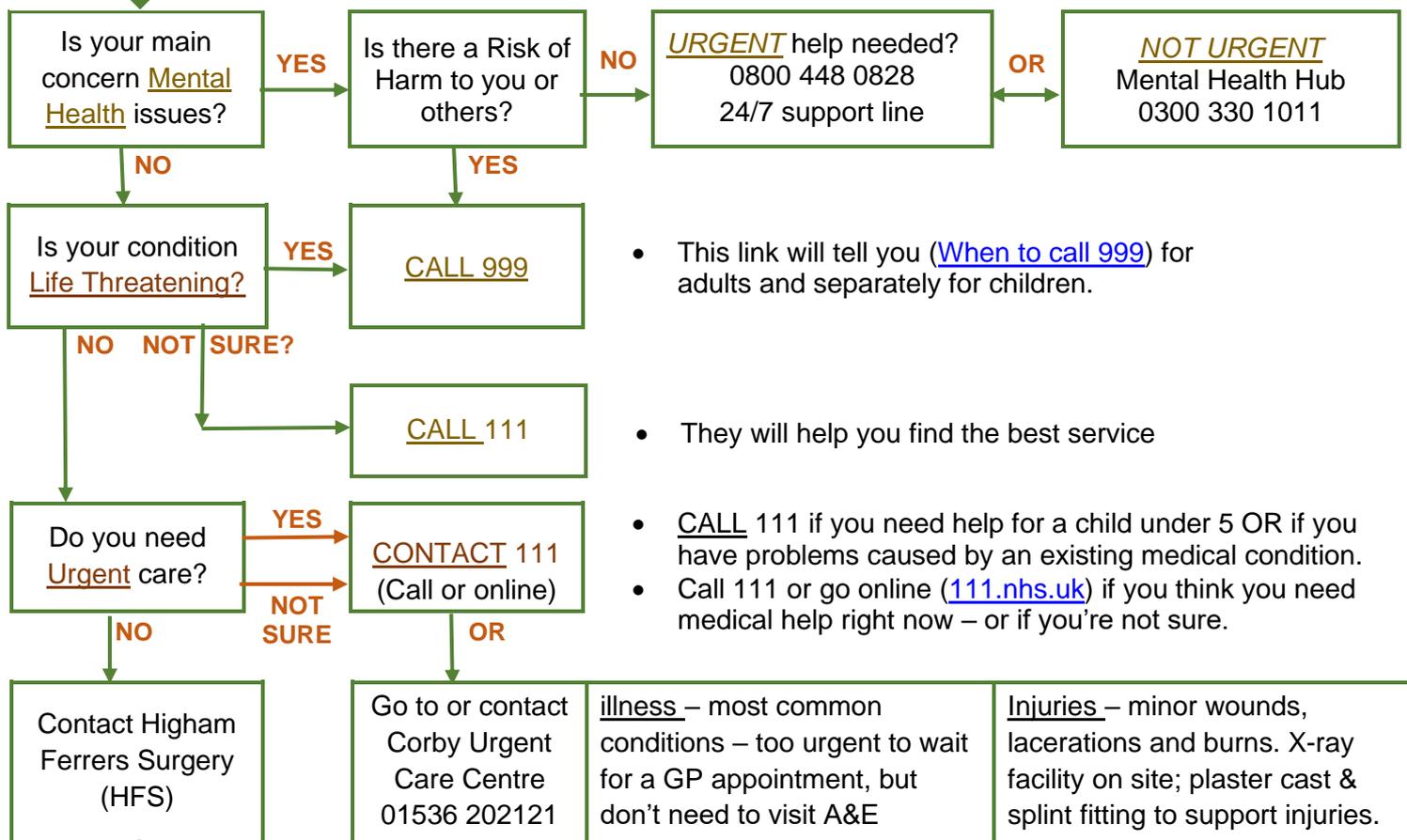


# Patient Pathway – Higham Ferrers Surgery (July 2023)

Print off a copy  
and keep it in a  
safe place

**START HERE**



- This link will tell you ([When to call 999](#)) for adults and separately for children.
- They will help you find the best service
- CALL 111 if you need help for a child under 5 OR if you have problems caused by an existing medical condition.
- Call 111 or go online ([111.nhs.uk](http://111.nhs.uk)) if you think you need medical help right now – or if you're not sure.

Visit or Call (01933 412777) - for *same day or booked appointments* - at either HFS or The Hub  
Trained receptionists will help you identify the most appropriate clinician. To do this, they will ask for a brief outline of your health problem.

Online - booked appointments with a nominated GP can be made online, as can orders for repeat prescriptions. You will need to register for online services, either using the Surgery website or at reception.

Do you have Musculoskeletal (MSK) problems?  
i.e.  
Bones, joints, muscles and connective tissue.

**YES** → First Contact Physiotherapist. The receptionist will complete the Form with you to request an appointment. If your problems are listed under 'exclusion criteria', you may need a GP referral.

**NO** → Higham Ferrers Surgery  
Mon – Fri 08:00 – 18:30

**OR** → East Northants Hub  
Mon – Fri 18:30 – 20:00 Sat 09:00 – 17:00  
(All appointments are made through HFS)

- GPs
- Practise Nurse
- Wound dressing
- Vaccinations
- Baby vaccination clinics
- Cervical smears
- Weight loss & stop smoking help
- Ear syringing

- Nurse Practitioner
- Family planning
- Minor illness and infections
- Acute asthma & COPD
- MSK problems
- Emergency session for minor illness & infections
- Mental Health

- GPs
- Paediatric Nurse
- Nurse Practitioner
- Social Prescriber
- Physiotherapy
- Smear clinics
- Mental Health

Each Surgery in the East Northants Primary Care Network has allocated appointment slots. Appointments are hosted at either:

- Harborough Fields Surgery, Rushden
- The Cottons Medical Centre, Raunds

### *Visiting and Calling times for HFS*

To help reduce queuing times, please use the following access times: Test results – 10:00am to 3:00pm; Prescriptions – 1:00pm to 6:00pm; Referrals and insurance report queries – 9:30am to 4:00pm.

Thank you.

### *First Contact Physiotherapists (FCPs)*

It is estimated that Musculoskeletal (MSK) conditions account for 30% of all GP appointments.

FCPs are physiotherapists with enhanced skills – assessing & diagnosing issues, giving expert advice on how to manage conditions and referring onto specialist sources if necessary. Some Primary Care Networks, estimate that up to 60% of cases handled by FCPs don't need to go on to see a doctor.

FCPs can provide a timely resolution to problems, whilst helping GPs to manage their workload more effectively.

### *Improving Mental Health & How to Get Help*

This was the first Talk hosted by the PPG at The Bede House on 11<sup>th</sup> July and attended by 45 people.

One of the PPG's objectives is to host "events to increase awareness of particular health conditions and help resources available".

The majority of people who came along, said they had found it helpful. We learned some lessons on how to improve events like these in the future. A copy of the slides used for the Talk can be found on the PPG page of the Surgery website.

We are planning to have another one later this year on a different subject.

### *Diary dates*

South Asian Heritage Month - 18<sup>th</sup> July to 17<sup>th</sup> August. Aims to raise the profile and contribution of British South Asian history in the UK.

<https://www.southasianheritage.org.uk/>

### *World Breastfeeding Awareness Week*

1<sup>st</sup> to 7<sup>th</sup> August

A global campaign that aims to "inform, anchor, engage and galvanise action on breastfeeding and related issues". <https://worldbreastfeedingweek.org/>

### *Looking ahead – Cycle September 2023*

Cycle September "is a fun, free, and friendly biking challenge for you, your friends and co-workers". You can ride anywhere, anytime in September to participate. Register with [lovetoride](#) – there are prizes to be won!

### *Did you know? . . .*

If you run out of a medicine that you get regularly on repeat prescription, you can request a limited, emergency supply from 111online. This does not apply to antibiotics for a new or recent problem or controlled drugs that require identification to collect. The normal rules for prescription charges apply.

### *Hydration is important*

Water makes up half our body weight, so it's always important to keep properly hydrated.

The recommended minimum is 6 to 8 glasses or cups of fluid a day. Water, lower-fat milk and sugar-free drinks, including tea and coffee all count.

You may need to drink more than this if you are pregnant or breastfeeding; in a hot environment – or in hot weather; physically active for long periods or ill / recovering from illness.

If you're sweating a lot due to physical activity or if you're unwell – water is the best way to replace lost fluids. If you don't like the taste of water, try sparkling water, no added sugar squash, or add a slice of lemon or lime.

NHS guidance is that "most people should aim to drink enough during the day so their pee is a clear pale yellow colour".

The best drinks to give children are water or milk – avoid sugary fizzy drinks, squash or juice drinks completely.

For guidance on the symptoms of dehydration & where to seek help, please see this [NHS dehydration guide](#).