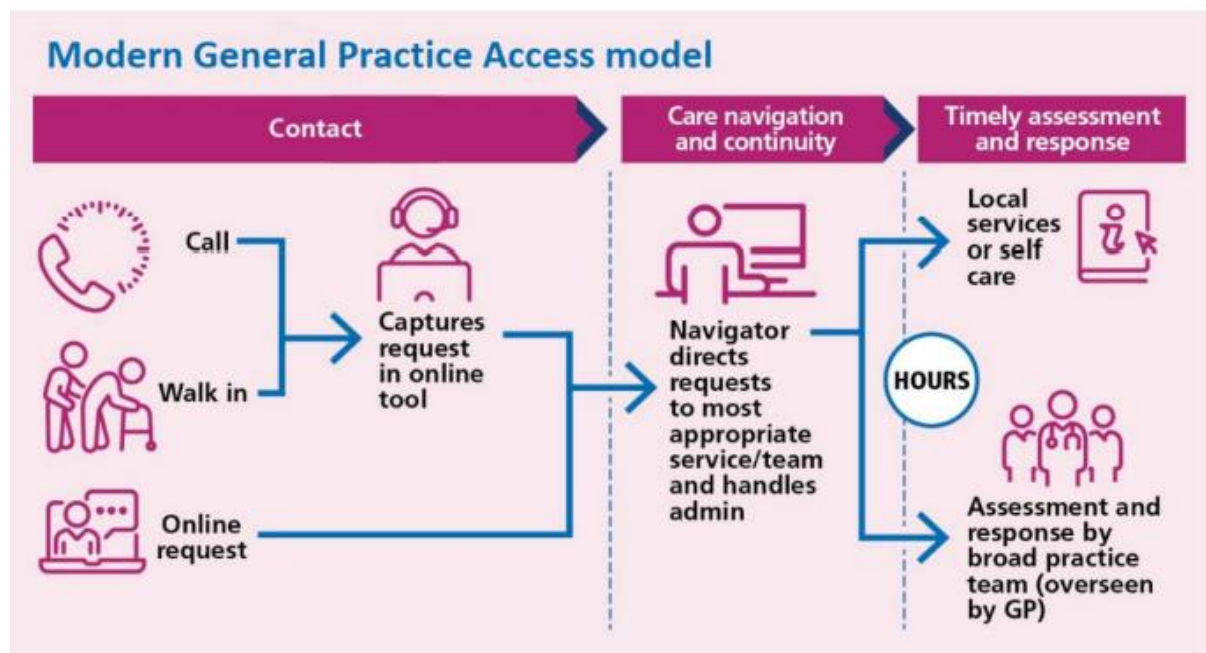


# MODERN GENERAL PRACTICE ACCESS

## What we are doing .....

You may have noticed some changes in how we respond to your calls and queries. All practices in England are now required to make an assessment of need whenever a patient contacts the surgery. As part of this assessment, you must provide as much information as possible to our Care Navigation team. If you find this difficult or feel your problem is too personal, please use the patient online triage option on our website at [www.eastgate-medical.info](http://www.eastgate-medical.info) Online booking has been withdrawn as this does not allow assessment of need.



**Enhanced Access** offers both telephone and face-to-face appointments in the evening and at weekends at the Beverley Hub. Appointments are available with GPs, nurses, healthcare assistants and pharmacists amongst others, and can be booked through us or direct on 01482 458262.

## Digital Solutions

In the coming months the telephone system will be updated to include additional features such as a call-back function. More information will be provided nearer the time.

## What you can do ....

### Digital Solutions

To help alleviate pressure on the phones don't order repeat medication by telephone, instead order by either

- the NHS App or

- the online patient triage link on the website
- or using the white slip attached to your prescription

**Self-care** is important too. There is a part for us all to play in looking after our health and the health of those around us.

The **'Let's get better'** website provides information about self-care and other local services <https://www.letsgetbetter.co.uk/>

The **NHS 111** website is also a good source of useful information <https://111.nhs.uk/>

Not sure where to find help? This illustration should help you to access services appropriately.

<b>SELF-CARE</b>	<b>Got a common illness?</b>	<b>Treat yourself at home with a well-stocked medicine cabinet and a first aid kit.</b>
<b>NHS 111</b>	<b>Feeling unwell and don't know where to go?</b>	<b>Talk before you walk. Contact NHS 111.</b>
<b>PHARMACY</b>	<b>Need advice about a minor ailment, illness or common problem like infections, diarrhoea or headache?</b>	<b>Go to your local pharmacist for advice.</b>
<b>GP</b>	<b>Need care for an ongoing illness or are concerned about your health?</b>	<b>Call your GP for an appointment. If it's out of hours ring NHS 111.</b>
<b>URGENT TREATMENT CENTRE / 8 TO 8 CENTRE</b>	<b>Need urgent care for an injury or illness that is not serious, life or limb threatening?</b> Outside of the times shown (right), you should call NHS 111.	<p><b>Visit an Urgent Treatment Centre</b></p> <p><b>Beverley 7am – 11pm:</b> Swinemoor Lane, HU17 0FA</p> <p><b>Bridlington 7am – 8pm:</b> Bessingby Road, YO16 4QP</p> <p><b>Goole 7am – 8pm:</b> Woodland Avenue, DN14 6RX</p> <p><b>If you live in the Driffield area</b> NHS 111 may arrange an appointment at Driffield 8 to 8 Centre, Bridlington Road, YO25 5JR between 8am and 8pm.</p> <p><b>If you live in Withernsea or the surrounding area</b> Between 9am and 5pm weekdays, you should call your local GP surgery (Holderness Health) on 0333 332 4242 where you will hear an option to press 4 if you have a minor injury.</p>
<b>A&amp;E 999</b>	<b>Got a serious injury or life-threatening illness?</b>	<b>Call 999 or go immediately to A&amp;E.</b>



**Talk before you walk. Contact NHS 111**  
[choosewelleastriding.co.uk](https://www.choosewelleastriding.co.uk)