

Supporting you to access healthcare in Manchester

You have a right to primary care.

This booklet is for organisations to use to support people to access primary care services.



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MANCHESTER
CITY COUNCIL



**Manchester Local
Care Organisation**

What is primary care?

Primary Care is the day-to-day healthcare that's available close to where you live.

Primary care is focused on preventing illness, diagnosing health problems, helping to manage long term conditions, and treating health concerns that don't need hospital care.

Primary Care includes:



GP practice (GPs are doctors)



Community pharmacies (chemists)



Dentists



Opticians (eye experts).

This booklet will tell you all you need to know about primary care services to help you and your family get the care you need from the right people, in the right place, at the right time.

Appointments are free

You do not need to pay to be seen by a health professional at a GP practice or pharmacy. Some people have to pay for their prescriptions.

You have the right to register and receive treatment from a GP practice.



You do **not** need a fixed address.



You do **not** need identification.



Anyone in England can see a GP.

If you **do** have ID and/or proof of address, it is helpful to take them with you when you register with a GP. This will help the practice staff find your health record so they can provide you with better care.

Find a GP

Most GP practices will only accept patients who live in their catchment (local) area. This enables community services to provide home visits if and when patients need them. You can register online or by contacting the GP practice directly.

Scan the QR code to find your nearest GP practice, or go to www.nhs.uk/register



Your GP practice



Your GP Practice is usually the first place you go for medical help. They can help with check-ups, treat common illnesses, give advice on staying healthy and refer you to specialists if needed.

Appointments may be online, over the phone or face-to-face.

Your GP practice can help with lots of different health issues, such as:

- Persistent cough (3 weeks or more)
- Headaches that keep coming back
- A breast lump
- Blood in your wee or poo
- Worries about the menopause
- Feeling low or anxious
- Ongoing or long-term conditions
- Unexplained significant weight loss
- Unexplained pain that doesn't go away.



You have a right to choose



You can choose which GP practice you register with and can change your GP. If you can't register with a GP practice of your choice, you can contact NHS GM for help.

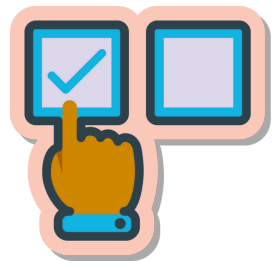


You can only be registered with one GP practice at a time.

Most GP practices only accept patients who live in their catchment (local) area. This enables community services to provide home visits if and when patients need them.

You can choose who you see at your GP practice, though this might result in a longer wait for an appointment. You can choose:

- A specific GP at the practice
- If you want a male or female GP
- If you want to see the GP or nurse.



To find out more, scan the QR code or visit: england.nhs.uk/long-read/patient-choice-guidance



Scan Me!

GP practices vary



Each GP practice is run slightly differently. That means they may have different ways to book appointments or interpreters.

This does not affect your rights.



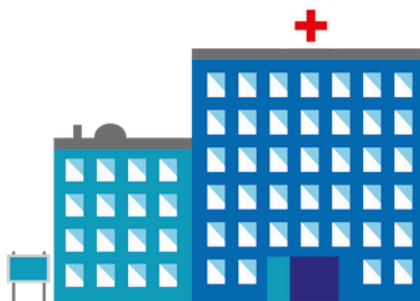
You have a right to free GP appointments and pharmacy advice.



You have a right to free interpreters or translators to support you accessing appointments and during appointments.



You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the NHS Constitution.



Temporary GP registration

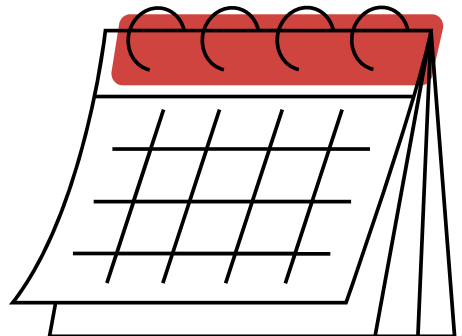


You can register as a temporary patient with a GP surgery for up to three months. This can be helpful if you're living away from home but do not want to change your home GP surgery.

To register, you'll need to fill out a temporary services form, available from the GP surgery you want to temporarily register with.

After three months, you will need to discuss your registration with the GP practice as you may need to become a permanent patient or remain with your current GP.

You may also be able to register as a temporary patient if you are visiting from abroad.



Enhanced Access Service



The Enhanced Access Service is an extension of your general practice (GP). It offers pre-bookable urgent and routine appointments outside of GP practices usual opening hours. These appointments can be booked in the usual way with your GP practice.

The Enhanced Access offer will be managed by your local primary care network (PCN). A PCN is a group of GP practices working closely together to provide integrated services to their local population.

PCNs are required to provide enhanced access appointments between the hours of 6.30pm to 8pm Mondays to Fridays and between 9am and 5pm on Saturdays. Some PCNs may offer appointments on a Sunday. Your appointment may be at any of the PCN's GP practices.

- Same-day or pre-booked weekday evenings and Saturday appointments
- Face-to-face or remote (telephone and video) appointments
- A range of clinical staff including GPs offering different appointments.



GP Out-Of-Hours



The GP out-of-hours service is for health problems that can't wait until the next day. It runs between 6:30pm and 8am. It offers appointments outside of the practice usual opening hours (8am to 6:30pm) and includes weekends and public holidays.

To access this service, call NHS111 or go to NHS111 online. The NHS111 adviser will assess you and refer you to the most appropriate service. This may be an out-of-hours GP appointment, or it may be another service such as enhanced access or a walk-in centre.

In an emergency, the NHS111 advisor will support you to access emergency services.

GP Registration Transfer Card

The cards aim to improve continuity of care and avoid duplication by supporting newly arrived individuals to register with a GP as soon as possible after they move.

They are available to download in over 30 languages. Scan the QR code to access:
www.england.nhs.uk/publication/gp-registration-transfer-cards



Scan Me!

NHS GP Registration Transfer Card
بطاقة تحويل التسجيل لدى الممارس العمومي

Are you moving to a new area?
هل تعتزمون الانتقال إلى منطقة جديدة؟

Name:
الاسم

My preferred language is: NHS number:
لغتي المفضلة رقم NHS

You do not need an NHS number to register, but if you do have one, please give it to your new GP practice, so they can find your health record.

أرجو العلم أنكم لستم بحاجة إلى رقم هيئة الخدمات الصحية الوطنية (NHS) لإتمام التسجيل؛ ولكن إذا كان لديكم هذا الرقم، فيلزمنا أن نرجو تقديمه إلى عيادة الممارس العمومي الجيدة المعنية بكم بحيث يتسنى لهم هناك العثور على سجلاتكم الطبية.

Using your NHS number improves your continuity of care
من شأن استخدام رقم NHS الخاص بكم أن يساعد في تحسين مواصلة الرعاية المعقدة لكم

Arabic

NHS

Are you registered with a GP practice?
هل أنتم مسجلون لدى إحدى عيادات الممارسين العموميين؟

Find your local GP practice here: nhs.uk/service-search/find-a-gp
nhs.uk/service-search/find-a-gp يمكنكم البحث عن عيادة الممارس العمومي المحلية المعنية بكم هنا:

If you have an NHS number, you can find it:
إذا كان لديكم رقم هيئة الخدمات الصحية الوطنية (NHS)، يمكنكم البحث عنه:

- on any letter from the NHS, such as a prescription or appointment letter
على أي خطاب صادر عن الهيئة المذكورة، مثل إحدى الوصفات الطبية أو خطاب تحديد موعد
- by using this service online: nhs.uk/nhs-services/online-services/find-nhs-number
عن طريق استخدام هذه الخدمة عبر الإنترنت: nhs.uk/nhs-services/online-services/find-nhs-number
- by calling your current GP practice and asking them for your number
عن طريق الاتصال على عيادة الممارس العمومي المعنية بكم في الوقت الحالي وطلب الرقم من العيادة

If you think you need medical help right now, you can dial 111 where you will be advised on what to do next. In a life-threatening emergency, dial 999.
إذا كنتم تعتقدون أنكم بحاجة إلى مساعدة طبية على الفور، يمكنكم الاتصال على رقم الهاتف: 111 حيث تتلقون الإرشادات اللازمة بخصوص ما ينبغي لكم فعله بعد ذلك. في حالات الطوارئ المهددة للحياة، يمكنكم الاتصال على رقم الهاتف: 999.

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Your right to have interpreters and translators

You can ask any primary care provider for an interpreter or translator to help you register with a GP practice as well as for appointments. You do **not** need an NHS number to access interpreters or translators.

Read more about your right to an interpreter on the NHS England website by scanning the QR code or visiting:
england.nhs.uk/interpreting



Groundswell cards

Groundswell are a registered charity. They designed the double-sided card below. The cards aim to help people advocate for themselves and their needs when registering with a GP. They can be downloaded from:

groundswell.org.uk/resources/healthcare-cards



I have the right to register and receive treatment from a GP practice

I do not need a fixed address.

I do not need identification.

Anyone in England can see a GP.



If I have any problems I can call 0300 311 2233
If I need more information I can visit www.nhs.uk/register

- ☐ I may need help filling in forms.
- ☐ I may need help reading and understanding.
- ☐ I would like to speak to someone confidentially.

Your right to have an advocate

Manchester City Council commissions an advocacy service for anyone who receives adult social care services who does not have a family member, carer or friend who can speak up for them at an appointment.

Scan the QR code to find out more or visit:

nhs.uk/social-care-and-support/help-from-social-services-and-charities/someone-to-speak-up-for-you-advocate



Scan Me!

Your right to have a chaperone

You may find some consultations, examinations, investigations or procedures distressing. You have a right to ask your GP practice for a someone to be there to support you - this is called a chaperone. The chaperone will be another impartial member of staff from the GP practice.

You can choose the sex of the chaperone. You will need to ask your GP practice to organise the chaperone for you.

Scan the QR code to find out more or visit: themdu.com/guidance-and-advice/guides/guide-to-chaperones



Scan Me!

Get to know where to go



If you're not sure how to get the help you need, use this checklist to guide you. More detailed information is available in many languages here: gmintegratedcare.org.uk/gtkwtg

- Ask a local **pharmacist** for advice – a pharmacist can give you advice about many common minor illnesses, such as diarrhoea, minor infections, headaches, sore throats, or travel health.
- Make an **appointment with your GP** if you're feeling unwell and it's not an emergency.
- **Call NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need or you need urgent help for your mental health.
- **Go to NHS 111 online** to get help for your symptoms
- Go to a **walk-in centre, minor injuries unit or urgent treatment centre**, if you have a minor illness or injury (cuts, sprains or rashes) and it cannot wait until your GP surgery is open.
- **Call 999** if someone is seriously ill or injured and their life is at risk.

Pharmacy



Pharmacists (or chemists) are healthcare professionals who can give expert advice on minor health problems and illnesses. They can also advise on over-the-counter medicines or issue medicines via Pharmacy First (payment exemptions apply).

Unlike GPs, you don't need an appointment to see a pharmacist, and you can be seen more quickly than in A&E. Many are open late and at weekends and have a private consultation room. Find your nearest pharmacy for your needs: **[nhs.uk/find-a-pharmacy](https://www.nhs.uk/find-a-pharmacy)**

Some of the things most pharmacies can help with:

- Answering questions about your medications
- Coughs, sinusitis, sore throats and ear ache
- Uncomplicated urinary tract infections
- Tummy upsets, aches and pains
- Impetigo, shingles and other rashes
- Baby teething or nappy rash
- Emergency contraception
- Free blood pressure checks
- Infected insect bites
- Self-care advice for minor ailments.



Do I need to pay for my medication?



You're entitled to free NHS prescriptions if you:

- are aged 60 or over
- are under the age of 16
- are aged 16 to 18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate
- have a valid medical exemption certificate
- hold a valid War Pension exemption certificate
- are named on or a valid NHS Tax Credit Exemption Certificate or a valid HC2 certificate
- are in receipt of income support (details are on the back of the prescription).

The above is not a full list. Scan the QR code to find out more or visit:
faq.nhsbsa.nhs.uk/knowledgebase/article/KA-25779/en-us



Some pharmacies also provide NHS services that can issue medication, this will be free if you qualify for free prescriptions. Those services are called:

- Pharmacy First
- Minor Ailments Scheme
- Pharmacy Contraception Service (charges may apply for emergency contraception).

Greater Manchester Urgent Eyecare Service



If you have any of the following problems, the Greater Manchester Urgent Eyecare Service can help – avoiding a trip to A&E or your GP! They help with:

- A red or painful eye
- Something in your eye that won't come out
- Sudden change in vision
- Flashes or things floating across your eyes

✗ This service is not an eye test. It is also not for managing ongoing eye conditions that are being regularly monitored by your optometrist or hospital eye service, such as cataracts, diabetic retinopathy or glaucoma.

The service is available throughout the week, and at weekends and evenings at some locations (always call first as this is not a walk-in service). Scan the QR code to find out more or visit: **primaryeyecare.co.uk**

You might be booked in for an optician appointment, referred to hospital eye services or referred to your GP practice if you need help with other issues. If you're issued a prescription, **payment exemptions apply.**



Greater Manchester Urgent Dental Care Service

If you have pain in your mouth, teeth or gums, don't suffer – contact a dentist as your GP practice won't be able to help. Contact your regular dentist if you have one. If they're closed, or you do not have a regular dentist, call the Greater Manchester Urgent Dental Care Service on **0333 332 3800**.

This service is available from 8am to 10pm every day, including weekends and bank holidays. Please be aware that this service can be busy, you may need to wait however your call will always be answered.

Please note that this is **not** a drop-in service and does not offer routine care or check-ups. There is an NHS patient charge of £27.40 for each appointment with this service (exemptions may apply, including children). Card payments only.

When you call, you will be assessed by a healthcare professional who may provide you with self-care advice for your symptoms, give safe pain relief advice, or book you a face-to-face appointment if needed. This can be at a location across Greater Manchester and you will be offered one that is most convenient for you.



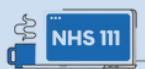
NHS 111



If you're injured or unwell, and you're not sure what to do or where to go, NHS 111 can help. It's available 24/7, 365 days a year.

You can find out how to get the right healthcare in your area, including whether you need to see a GP or seek urgent care. 111 can also advise on self-care.

There are a few ways to access NHS 111:



Online at 111.nhs.uk (for people aged over 5 years only)



In the NHS app



By calling 111

If you have a pay-as-you-go phone, this could use a lot of your phone credit/data.



If you need to use a different language, call 111 and ask for an interpreter.

NHS 111 offers a British Sign Language (BSL) service that is open 24/7.

If you have a hearing problem, use text relay. Call 18001 111 using the Relay UK App or a text phone.

Walk-in Centres and Urgent Treatment Centre

Manchester has two walk-in centres and Trafford has one urgent treatment centre. They can treat urgent and minor conditions such as cuts, bruises, rashes, flu-like symptoms, muscle and joint injuries, bites and stings. **There is no charge to access this service. Prescription payment exemptions apply.**

All three are open every day, including public holidays, from 8am to 8pm.

If you book via NHS 111, you will be given an arrival time, not an appointment time. If you walk-in, you will be advised of the average wait. People with the most urgent health needs may be seen more quickly.

- **Walk-in Centre, City Health Centre**, in Boots in the town centre. Access via Cross Street, patients are advised to take the lift to the second floor.
- **Walk-in Centre, Hawthorn Medical Centre**, Fallowfield Retail Park, Birchfields Road, M14 6FS
- **Urgent Treatment Centre, Trafford General Hospital**, Moorside Road, M41 5SL





Contraception

Contraception is the process of taking steps to ensure you do not become pregnant when you have sex. There are many options for doing this.

Emergency contraception can stop you getting pregnant after unprotected sex (sex without contraception or when contraception might have failed). You need to use emergency contraception within 3 to 5 days of having unprotected sex.

You can get free contraception, including emergency contraception, from:

- sexual health clinics, also called family planning, genitourinary medicine (GUM), or contraception clinics
- some GP surgeries
- some pharmacies, where you can speak to a member of staff in private
- some young people's services (call the national sexual health helpline on 0300 123 7123 for more information).

Scan the QR code to find your local sexual health service, or visit:
www.nhs.uk/nhs-services/sexual-health-services/find-contraception-services





Maternity care

Everyone is legally entitled to medical attention from healthcare professionals throughout their pregnancy, childbirth and after their baby is born. This includes all standard scans, blood tests, midwifery and obstetric care and specialist care if needed.

This is because serious and occasionally life-threatening complications can occur in pregnancy and childbirth so maternity care is considered 'immediately necessary' even if you have been told that your pregnancy is low risk.

Some people can be charged for their care. **But you should still be given care even if you cannot pay.** Your care cannot be refused or delayed because you cannot pay, or because the hospital is not sure whether you need to pay.

The charity Maternity Action has factsheets with more information on who has to pay for maternity care and your rights. **maternityaction.org.uk**

In Manchester, free vitamins are offered to all babies, children under 4 years old, pregnant women and new mums. Vitamins are available from children's centres, health visitors and some pharmacies.

Who provides health and social care in Manchester?

You might notice lots of different logos and organisation names in your care, such as:



NHS Greater Manchester (NHS GM) is responsible for making decisions about health services across Greater Manchester.



Manchester University Foundation Trust run our hospitals.



General practices (GP) are health care providers whose services are contracted by the NHS. They will each have their own GP practice name and logo.



Manchester Local Care Organisation manage health and social care in the community (outside of hospitals).



Manchester City Council is our local government, also known as local authority. They are responsible for many essential services in Manchester, such as roads, safety, schools, bins and social services. Social services ensure people receive the necessary assistance to live independently or in supportive environments.

Accessible Information Standard

Deaf people, disabled people and people with an impairment have a right to reasonable adjustments.

Read more about the Accessible Information Standard on the NHS England website by scanning the QR code.



NHS GM has created an Accessible Information Standard Primary Care Toolkit. You can access it by scanning the QR code.



About this document's accessibility

This is the first version of this document to be shared with the public. Following feedback and updates, we will translate and adapt it into other formats. For more information, contact **communications@manchesterlco.org**



How do I complain?

In the first instance, you should contact the service provider. All health and social care service providers must have a complaints procedure that you can ask to see. This will tell you how to make a complaint.

If your complaint is about NHS services and you are not comfortable contacting the provider, see NHS England's information about complaining to the organisation that paid for your care. Scan the QR code to visit: **www.england.nhs.uk/contact-us/feedback-and-complaints**



Healthwatch Manchester

Your local Healthwatch can support you to complain about NHS services.
www.healthwatchmanchester.co.uk



How did we do?

Share your feedback on this booklet:
communications@manchesterlco.org



This leaflet has been co-designed with voluntary, community and faith groups and the Manchester Inclusion Health Sounding Board which is part of Community Health Equity Manchester, along with partners in primary care.