

2022

How to access local health services



Keep me for when you need me



GIG
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NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Introduction

Cwm Taf Morgannwg Health Board wants to do all it can to support you to stay well this year.

We have created this booklet as a handy guide for you to keep and read through when you need to access the NHS.

It contains advice on how different services in your local area can help you.

Depending on what your problem is, your GP may not be the best option for advice or treatment.

Other healthcare professionals like physiotherapists, optometrists and pharmacists have more specialist support in the community.



Paul Mears
Chief Executive
Cwm Taf Morgannwg Health Board



NHS 111 Wales

Call 24/7

FOR AN INJURY OR ILLNESS THAT IS NON LIFE-THREATENING

*Call 111 free from a landline or mobile for 24-hour support & guidance or visit the **NHS 111 website***

<http://111.wales.nhs.uk>

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Your GP Surgery

Before contacting your GP for an appointment, take a look at the advice in this booklet for another service that may help you.

1

Contacting your GP



- Phone your GP throughout the working day (8:00am - 6:30pm)
- Use eConsult online (if available)
- Outside of opening hours please contact NHS 111 if you need advice or treatment (6:30pm to 8:00am weekdays and weekends)

2

Speaking to a receptionist



- Specially trained receptionists or care navigators will ask you questions to understand your issue
- This information will help them decide who is best to meet your needs
- Everything you say is completely confidential

3

Your Consultation



- GP and other appointments now take place over the phone and video chat as well as face-to-face
- However you talk to us, you will still receive the same high standard of NHS help
- If your GP feels you need to see someone in person, you will be given an appointment

4

Keep me for when you need me

The Covid-19 Vaccination will help protect you from serious illness linked to coronavirus. There are other steps you can take to keep yourself healthy and avoid getting ill.

Take some small steps to a healthier you by:

- **Quitting smoking** for good
- Making **healthier food** choices
- Being more **physically active**
- Looking after your **mental wellbeing**
- Drinking **less alcohol**





What to expect from your GP practice?



Initial Contact

Contact your GP practice either via your GP's digital service, online tools (such as MyHealthOnline, E-Consult or via telephone.

Your enquiry will be taken by a receptionist who will ensure you are treated at the right time, in the right place and by the right professional.



Triage

The NHS navigator will ask you questions to ensure the correct NHS professional can deal with your enquiry. This may be a GP, Pharmacist, Practice Nurse, Physiotherapist, Optometrist, Dentist, Podiatrist, Health Visitor or Social Care Workers.

Register your request/need

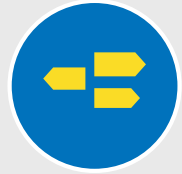
Receive a clear decision

If you are experiencing severe chest pain, collapse, severe breathing difficulties, have one sided weakness or slurred speech or severe bleeding, **please do not contact your GP practice.**

DIAL 999 IMMEDIATELY

GPs are independent contractors and so can choose to operate differently.

Across Wales, there will be a range of different options available to you.



Clinical consultation with most appropriate clinician

Telephone/Video Appointment

A telephone or Video appointment may be made with the most appropriate professional. A joint decision will help to determine if the issue can be dealt with remotely or whether a face to face appointment is required.

Face to Face Appointment

If a face to face appointment is clinically necessary, the GP practice will make arrangements for you to attend in person.

Telephone
Appointment

Video
Appointment

Face to Face
Appointment

Signposted to most
appropriate service

DIAL 999

HELPWCH NI | HELP US
I'CH HELPU CHI | HELP YOU

Common Illness & Ailments

If you have one of the following problems and think you need to see a doctor, your **local community pharmacy** is a great alternative for help:

-
- | | | |
|---------------------------------|---------------------|------------------|
| • Acne | • Diarrhoea | • Nappy rash |
| • Athlete's foot | • Dry Eyes | • Oral thrush |
| • Backache (acute) | • Haemorrhoids | • Ringworm |
| • Chickenpox | • Hayfever | • Scabies |
| • Cold sores | • Head lice | • Sore throat |
| • Colic | • Indigestion | • Teething |
| • Conjunctivitis
(bacterial) | • Intertrigo | • Threadworm |
| • Constipation | • Ingrowing toenail | • Vaginal thrush |
| • Dermatitis (dry skin) | • Mouth ulcers | • Verruca |
-



All you need to do is go to a participating pharmacy for a 5-10 minute consultation with a pharmacist in a private room.

You don't need an appointment and you can go along at a time that suits you.

Pharmacists can also give you advice on prescriptions and over-the-counter medications.

Emergency Prescription Scheme

Some pharmacies offer a free of charge **Emergency Medicines Supply Service** if you have run out of your normal repeat medication and your GP surgery is closed.

You will need to show that you have been prescribed this medicine previously - you can do this by showing:

- Your **Repeat Prescription slip** or
- An **Empty packet with your name label** on it

Check the pharmacy offers this service and has your medication in stock.

You will need to attend the pharmacy **yourself** - (you cannot ask someone to go for you).



Common ailments in children

Please note: *this advice does not apply for children who have ongoing health problems such as asthma, heart or kidney problems or babies younger than 3 months old.*

Fever (raised body temperature)

Try and lower their temperature by:

- Giving them recommended doses of paracetamol and/or ibuprofen
- Take off their outer clothing. Do not wrap your child up.
- Offer the child regular drinks.

Common cold

Colds are very common and normal - healthy children can sometimes have 8 or more in a year. There is no evidence that antibiotics help.

Coughs

A cough can last 10–24 days and will clear by itself.

You should:

- Give plenty of drinks
- Give recommended doses of paracetamol and/or ibuprofen

Earache

There is normally no need to treat ear infections with antibiotics. See a GP if earache lasts for more than 3 days.

Please contact your GP Surgery if:

- your child has fluid coming from the ear
- is under the age of 2 years with ear infections in both ears
- is having problems hearing

Sore throat

A sore throat will get better by itself without treatment, usually within 3 days.

Sitting your child up may help with the cough, and sipping a drink will prevent them getting dehydrated.

Consult your doctor urgently if your child is having difficulty breathing, or seems very unwell.

Green phlegm/snot

Green nasal discharge (snot) can be caused by many different types of infection but does not need to be treated with antibiotics.

Croup

Croup can occur in children from 6 months to 12 years but is most common in children under 3 years old. It is usually worse at night. Some things that may help include:

- Sitting your child up may help with the cough
- Sipping a drink will prevent them getting dehydrated

You should see your doctor urgently if:

- Their breathing is rapid
- the tissues around the neck or below the ribs are pulled in when they breathe
- They become agitated, exhausted, bluish-grey or pale, or
- they cannot swallow or are drooling.

Contact your GP practice or if you feel it is an emergency, **visit your nearest Emergency Department.**

Dental Services

If you are having problems with your teeth or gums/dental pain, contact your regular dentist during normal opening hours.

If you don't have a regular dentist and need urgent treatment, phone **the emergency dental team on the numbers below:**



Weekdays <i>Monday to Friday</i> <i>9:00am to 4:30pm</i>	0300 1235060
Out of Hours Service <i>Monday to Friday</i> <i>6:30pm to 8:00am</i> <i>24 hours on weekends and bank holidays</i>	0300 1235060

To find a dentist near you, visit: **[111wales.nhs.uk/localservices](https://111.wales.nhs.uk/localservices)**

Community Dental Service

The Community Dental Service provides dental care to vulnerable patients who may find it difficult to go to a dental practice on the high street e.g. housebound people.

You can be referred into this service by a healthcare professional like a dentist, GP or health visitor.

You can also refer yourself or a family member by telephoning:

- **01685 351000** (Rhondda Cynon Taf or Merthyr)
- **01656 667925** (Bridgend)

If you need urgent eye care, your local optician can help assess the problem and refer you to hospital if needed.

You do not need to contact your GP as the optician can help if you are experiencing:

- eye pain
- flashing lights and/or floaters in your vision
- sudden worsening/loss of vision
- double vision
- red eye

This support is offered under the **Welsh Eye Care Services scheme** and the **eyecare examination is free.**



Gwasanaethau Gofal Llygaid Cymru

Wales Eye Care Services



Go to **www.eyecare.wales.nhs.uk** for more details including which opticians offer the service.

You can also contact your optician directly to ask if they offer treatment under the scheme.



Physiotherapy, Foot and Ankle Pain

The physiotherapy team provide assessment, treatment and rehabilitation for the following:

- Osteoarthritis of the knee
- Physiotherapy for foot and ankle pain
- Bone, joint and muscle pain
- Pelvic health

You can contact the Physiotherapy hub on **01443 715012** or complete the self-referral form linked to our website :
ctmuhb.nhs.wales/services/physiotherapy

If you live in Bridgend, you can visit the drop-in clinic at Port Talbot Resource Centre. It is open Monday - Friday between 8:30am - 3:00pm (closed Bank Holidays).

Or you can telephone **0300 300 0024**
Monday - Friday between 8.30am – 3:00pm (closed Bank Holidays).



Minor Injury Units

If you have fallen, have a wound that needs stitches, a broken bone or fracture go to a **Minor Injury Unit**.

Our Minor Injury Units are open 9:00am – 4:30pm Monday to Friday (excluding Bank Holidays).

Where is the Minor Injury Unit?

Ysbyty Cwm Rhondda

You must contact Ysbyty Cwm Rhondda on **01443 444075** before visiting.

Please note: As of September 2021, Ysbyty Cwm Cynon Minor Injury Unit has temporarily moved to Prince Charles Hospital. It is anticipated to reopen early 2022, but please check before visiting.

Accident and Emergency Departments

Only visit an Emergency Department when you have a serious or life-threatening illness or injury that needs immediate medical attention.

There are 3 Accident and Emergency Departments in the Cwm Taf Morgannwg area:

- Prince Charles Hospital
- Princess of Wales Hospital
- Royal Glamorgan Hospital.

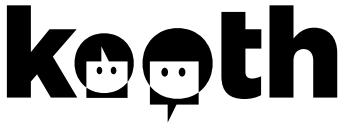
Please note: Royal Glamorgan Hospital A&E Department is unable to help if you are pregnant, or have a dental issue - you will be redirected to Prince Charles Hospital.

Mental Health

You can access mental health and wellbeing support through the **Mental Health Support Hub**.



Telephone : 01685 707480
Email: info@ctmmind.org.uk.
Website: ctmmind.org.uk



Free, safe, anonymous online
Mental Health support for **teens**
and **young adults** - **Kooth.com**

Mental Health Crisis

If you, or someone you know, is experiencing a mental health crisis, please contact the **Crisis Resolution and Home Treatment team**.

They can rapidly respond to and assess people age 18-65 and provide a safe service in the least restrictive environment, causing minimum disruption to the person.

Anyone who is unwell, or relatives/carers who are concerned about them, can contact the team on:

Prince Charles Hospital area	01685 721721 (extension 26952 /3)
Bridgend Hospital area home treatment team	01656 752666
Single point of access (assessment team)	01656 752449

Family Planning Clinics and Sexual Health

Family planning clinics offer all forms of contraception and provide an anonymous service for sexual health screening.

Merthyr/Cynon	01685 728272
Rhondda/Taff-Ely	01443 443836
Bridgend	0300 555 0279

Self Management Programmes

‘Time4Me’ self-management programmes will empower and help you better manage a long-term condition and improve your health and wellbeing on a daily basis.

Available courses:

- Health and wellbeing – stress; anxiety; low mood – including Long Covid
- Chronic pain
- Pre-Type 2 diabetes
- Foot care for people with Type 1 or Type 2 diabetes (this is a 1hr 45min one off session)

For further information contact us on:

Telephone: 01685 351032

Email: CTT_time4me@wales.nhs.uk.

Website: ctmuhb.nhs.wales/patient-advice



Community Co-ordinators

Wellbeing Co-ordinators support individuals to access social, practical and emotional support by signposting and referring into local services, groups and activities that improve health and wellbeing.

Taff - Ely

Facebook Group: www.facebook.com/TaffElyWellbeingCoordinators

Robyn Hambrook	rhambrook@interlinkrct.org.uk 07730 431859
Imogen Hopkin	ihopkins@interlinkrct.org.uk 07515 166035

Cynon Valley

Facebook Group: www.facebook.com/cynonwellbeingcoordinators

Samantha Williams	swilliams@interlinkrct.org.uk 07515 166017
Julie Lomas	jlomas@interlinkrct.org.uk 07730 436807



Community Co-ordinators

Rhondda Valley

Facebook Group: www.facebook.com/RhonddaWellbeingCoordinators

Lisa Lewis	llewis@interlinkrct.org.uk 07340 708385
Melanie Holly	mholly@interlinkrct.org.uk 07515 166036
Katy Williams	kwilliams@interlinkrct.org.uk 07515 166024

Bridgend

Information Signposting Service: www.bavo.org.uk

Gail Devine	gaildevine@bavo.org.uk 07719 546842
Julia Andrews	juliaandrews@bavo.org.uk 07923 212727
Georgina Powell	georginapowell@bavo.org.uk 07855 825036
Rob Wood	robwood@bavo.org.uk 07874 871499
Tom McGeoch	tommcgeoch@bavo.org.uk 07710 067698
Out of Hours Service	Evenings and weekends 07851 248576

Useful website links and contacts

The following QR Code (below) will link you to a directory on the Cwm Taf Morgannwg website, providing you with contact details for the different services that are available to you this year.

You have the option to type in the web address if you prefer :
ctmuhb.nhs.wales/patient-advice/local-nhs-health-services/

How to scan your QR CODE

- 1 Use your smart phone camera or any QR Code application and point your device at the QR Code
- 2 Wait for the camera to recognise and scan the QR CODE
- 3 Click the banner or notification when it appears on your screen
- 4 The directory (URL) will then open up in your browser window



SCAN HERE ►



Scan me for when you need me