

Alternative Provisions Engagement Plan

Introduction

Following the decision by the LWCGG Governing Body to close the Lincoln NHS Walk in Centre (WIC) after the winter period if assured of alternatives, the CCG continues to engage with high user groups of the WIC, i.e. students, parents with children under 12, etc. to prepare them for the closure. One of the requests from the governing body was that the CCG encouraged people to take more responsibility over their own health, give them the confidence to treat minor illness and conditions themselves, and give them a better understanding of which services they should access for support. A series of engagement activities have been planned with high user groups to talk to them about these topics.

Engagement aims and objectives

- Raise awareness of the importance of self-care and using NHS services appropriately.
- Increase people's understanding of what services they should be accessing if they require healthcare advice, guidance, treatment, and support.
- Build people's confidence in treating minor conditions and illness themselves and knowing what over the counter medicines to stock up on.
- Encourage people to register with a local GP or call NHS 111 if they have urgent medical need and their surgery isn't open.
- Promote some of the changes to services that have already happened since the decision to close the WIC was made and what further changes can be expected in primary and urgent care as part of the GP Five Year Forward View and Sustainability and Transformation Plan.

Stakeholders

- **Students:** University of Lincoln, Lincoln College and Bishop Grosseteste University.
- **Parents with children under 12:** Children's Centres in Lincoln city centre and surrounding areas.
- **Workers:** Lincoln city centre.
- **Homeless organisations:** Rough sleepers, homeless, and vulnerable adults.
- Patients from top 10 GP practices who frequently use the WIC.
- Lincoln NHS Walk in Centre attendees.

Resources

- **Z-cards and scratch cards:** Patient information on which services to access based on symptoms.

Alternative Provisions Engagement Plan

- **Staffing:** Engagement Manager, Engagement officer, LWCCG.
- **Posters:** Promoting engagement activities to be displayed at various locations.
- **Communications:** Social media posts promoting engagement activities.

Engagement activities

Engagement activities will be held in a variety of locations and will be informal discussions between the CCG and stakeholders identified. Scratch cards (see Appendix 1) will be used as a conversation starter, followed by some questions (see samples below) and will end with stakeholders receiving the z-cards (see Appendix 2). With consent, stakeholders contact details will also be taken so we can update them with further information and health advice.

Sample questions:

- How much do you know already about treating minor conditions yourself and what services to access if you need support?
- How confident are you in treating minor conditions and illness yourself and knowing what over the counter medicines to stock up on?
- What would help you to make better decisions about living a healthier life and taking more responsibility over your own health?
- What is the best way for us to inform you of what services are available?
- **Attendees of the Walk-in-Centre:**
 - Did you visit a local pharmacist before coming here today?
 - Did you try to book an appointment with at your GP practice before coming here today?

Action planner:

All Stakeholders				
Date	Activity/Channel	Comments	Lead	Status
20 Nov	Design and print z-cards and scratch cards.	Quote for printing and sign off from senior CCG.	KG	In progress
20 Nov	Design, print and display posters promoting engagement activities at various locations.	Email posters to contacts at each location.	KG	In progress
20 Nov	Confirm time/date for engagement activities.	Liaise with contacts at each location. Check availability of Sam M.	KG	In progress
20-30 Nov	Promote engagement activities across social media.	Liaise with Sam M to confirm content.	KG	Not started
TBC	Engagement activity at University of Lincoln.	Seek support from Uni Health Service, SU, and	KG	Not started

Alternative Provisions Engagement Plan

		student wellbeing service.		
TBC	Engagement activity at Lincoln College.	Seek support from SU.	KG	Not started
TBC	Engagement activity at Bishop Grosseteste University.	Seek support from SU.	KG	Not started
TBC	Engagement activity at Birchwood Children's Centre.	Attend baby and toddler sessions.	KG	Not started
TBC	Engagement activity at Lincoln North Children's Centre.	Attend baby and toddler sessions.	KG	Not started
TBC	Engagement activity at Lincoln Central Children's Centre.	Attend baby and toddler sessions.	KG	Not started
TBC	Engagement activity at Lincoln Toy Library.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Lincoln Walk in Centre.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Lincoln Walk in Centre.	Attend during week day evening session.	KG	Not started
TBC	Engagement activity at Lincoln Walk in Centre.	Attend during weekend session.	KG	Not started
TBC	Engagement activity at Lincoln high street.	Lincoln Stonebow and Waterside Centre.	KG	Not started
TBC	Engagement activity at Abbey Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Brayford Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Portland Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at University Health Service.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Richmond Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Newark Road Surgery.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Minster Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Lindum Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Glebe Park Medical Practice.	Attend during week day session.	KG	Not started
TBC	Engagement activity at Brant Road Surgery.	Attend during week day session.	KG	Not started

Alternative Provisions Engagement Plan

Appendix 1 – Scratch card

What do I choose?

GP

Pharmacist

Call 111

Day 1 or 2 with upset tummy

Call 111

Self Care

Pharmacist

In pain after a bad fall

Self Care

GP

Pharmacist

Severe earache

What do I choose?

GP

Pharmacist

Call 111

Day 1 or 2 with upset tummy

Call 111

Self Care

Pharmacist

In pain after a bad fall

Self Care

GP

Pharmacist

Severe earache

1.1 Scratch card front answers concealed

1.2 Scratch card front answers revealed

Which NHS service is best for me?

Sore throat, cough, grazed knee, hangover?

Self Care: A lot of illnesses or symptoms can be treated by stocking up on over the counter medicines, getting plenty of rest, and drinking lots of fluids.

Diarrhoea, runny nose, painful cough, headache?

Pharmacist: Your local pharmacist is a highly trained professional and can give you advice on common illnesses and the medicines you need to treat them.

Vomiting, ear pain, sore belly, backache?

GP: If you have an illness or injury that won't go away, make an appointment with your GP surgery. If you are not registered with a local GP you should do so asap.

Unwell, unsure, confused, need help?

NHS 111: Call 111 when you need to access medical help fast but it is not an emergency. It is free to call and available 24 hours a day, 7 days a week, 365 days a year.

Need to see a GP urgently when your surgery is closed?

Out of Hours GP: If you have an urgent medical need that can't wait until your GP surgery re-opens, call 111 who, if required, will direct you to the out of hours GP.

Heavy bleeding, broken bones, burns, heart attack, stroke?

A&E or 999: Accident and emergency departments and the 999 ambulance service should only be used in a serious or life threatening situation.

1.3 Scratch card back

Alternative Provisions Engagement Plan

Appendix 2 – Z-card



2.1 Z-card front folded

Useful Information

My GP's name and telephone number:

My NHS number:

2.2 Z-card back folded

Alternative Provisions Engagement Plan

My NHS number:

My GP's name and telephone number:

Useful information

Self-Care

Symptoms: Sore throat, cough, blocked nose, cold, upset stomach, grazed knee, hangover.

Stock up on: paracetamol, aspirin, ibuprofen, anti-diarrhoea medicine, re-hydration mixtures, indigestion remedies, plasters and a thermometer.

Pharmacist

Symptoms: Diarrhoea, minor infections, headache, toothache, general aches and pains.

Pharmacists are a great source of professional advice and treatment for a range of common illnesses and complaints. Many pharmacies are open in the evenings, weekends, and bank holidays.

GP

Symptoms: Feeling unwell, child with fever, vomiting, ear pain, backache, persistent cough, general concerns, concerns about child health.

GPs can provide a wide range of family health services. Nurses and healthcare assistants often work alongside the GPs to support patients' everyday health.

Some helpful contacts

For information on all local NHS services visit the NHS Choices website or call 111.

If you require this leaflet in another format please call 01522 513380 or email communications@lincolnshirewestccg.nhs.uk

Keep it in your wallet or purse.

healthcare advice.

Feeling unwell or in need of right NHS services if you live in Lincoln and are injured,

A guide to choosing the

NHS 111

Symptoms: Unwell, unsure, confused, need help, minor injury or illness, not sure where to go.

NHS 111 makes it easier for people to find the right local service. You can talk to a fully trained advisor supported by a team of local healthcare professionals.

Call 111 24 hours a day, 7 days a week, free of charge from both mobiles and landlines.

Out of Hours GP

Symptoms: You have an urgent medical need that can't wait until your GP surgery re-opens.

Call 111 for assistance. If required they will direct you to the out of hours GP.

The service is located at Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY and offers telephone advice, face-to-face consultations, or home visits for patients who are housebound.

It is available 6.30pm to 8am weekdays, and 24 hours a day at weekends and Bank Holidays.

A&E or 999

Symptoms: This is for life-threatening accidents and emergencies only such as: Suspected heart attack or stroke, loss of consciousness, heavy bleeding, severe breathing difficulties, severe burns or fits that are not stopping.

The A&E is located at Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY.

READY FOR A NEW YOU?

Making small changes to your lifestyle can improve your health and increase your chances of staying healthy as you get older. Take the free **One You** health quiz and see how you score. www.lincolnshire.gov.uk/oneyou

NHS

Which NHS service is best for me?

2.3 Z-card front folded out

<p>Sore throat cough grazed knee hangover?</p>	<p>Diarrhoea Runny nose Painful cough Headache?</p>	<p>Vomiting Ear pain Sore belly Back ache?</p>	<p>Unwell Unsure Confused Need help?</p>	<p>Need to see a GP urgently when your surgery is closed?</p>	<p>Heavy bleeding Broken bones Burns Heart attack Stroke?</p>
<p>Self-care</p> <p>Self care at home is the best choice for most minor illnesses, ailments and injuries. Normally with things like coughs, colds, stomach upsets, sore throats and headaches, plenty of fluids and proper rest are enough to help you feel better within a day or two.</p> <p>Make sure you have a well-stocked medicine cabinet and first aid kit including pain killers, cold and flu remedies, plasters, cleansing wipes, thermometer, etc. If you're a family with young children, make sure you've got the right medicines according to their age.</p>	<p>Pharmacist (Chemist)</p> <p>Pharmacists can:</p> <ul style="list-style-type: none">• Give advice on treating minor illnesses, ailments and injuries and sell you the right treatments• Provide advice on whether you should see a GP• Dispense prescriptions and provide advice on how to take them• Help you manage long term conditions• Give advice on sexual health and contraception• Give advice on staying healthy, including stopping smoking and getting active	<p>GP (Doctor)</p> <p>GP surgeries are normally the first point of call for non-urgent, on-going illnesses when self care has not relieved the symptoms.</p> <p>The types of healthcare services provided by GP surgeries include:</p> <ul style="list-style-type: none">• Examinations• Treatment of minor injuries• Prescriptions and repeat prescriptions for medicines• Vaccinations• Mental health and emotional wellbeing• Advice on any health problems or concerns• Advice on, and referrals to, other health and social care services	<p>NHS 111</p> <p>Call 111 when you need to access medical and dental help fast but it is not an emergency.</p> <p>When should I call 111?</p> <ul style="list-style-type: none">• If you, or someone with you, is unwell and you are unsure what to do or where to go• If you need medical help and advice or urgent dental care but your GP/dental surgery is closed• If you think you might need to go to A&E or call 999 for an ambulance but you are not sure• If you need any information or advice about a health issue	<p>Out of Hours GP service</p> <p>If you need urgent medical advice or treatment out of hours (when your own GP surgery is closed) call 111.</p> <p>If your condition requires the need for out of hours care you will be transferred to the clinical assessment service, where you will either be given advice or asked to attend an appointment at the Out of Hours GP service.</p> <p>If it is thought appropriate, a visit from a doctor will be organised based on clinical need.</p>	<p>A&E or 999</p> <p>Accident and emergency departments and the 999 ambulance service should only be used in a serious or life threatening situation.</p> <p>A&E provides immediate emergency care for people who show the symptoms of serious illness or are badly injured. If you telephone 999 the telephone advisor may send a response vehicle to your location.</p> <p>Please remember: Emergency services are very busy. They should only be used in very serious or life-threatening situations.</p>

2.4 Z-card back folded out