

Frequent Attenders Service

Royal Lancaster Infirmary (North Lancashire)

Patient Information Leaflet

Choose well for expert help and advice

Frequent Attender Care line: Mon to Fri 10am to 4pm, 01524 511975

What the frequent attender service does

This is a new service offered by Lancashire North CCG based at the Royal Lancaster Infirmary.

We work closely with:

- Emergency Department (A&E)
- Hospital Specialists and Specialist Teams
- Ambulance Service
- GPs
- Community Care Co-Ordinators

We look at the ways we can all work together to reduce the number of times you need to attend.

We endeavour to deliver the best care possible and put plans in place to manage your health and wellbeing.

The aim of the service is to provide the safest and most effective care the Trust can provide when hospital care is needed.

We will:

- Actively case manage.
- Co-ordinate care.
- Telephone follow-up.
- Produce Care Management Plans.

Self-care

Self-care is the best choice to treat very minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as coughs, colds, sore throats, upset stomachs, and aches and pains, can be treated with a well-stocked medicine cabinet with plenty of rest.

Some self-care essentials are:

- Paracetamol.
- anti-diarrhoea medicine.
- rehydration mixture.
- indigestion remedy.
- plasters and a thermometer.

NHS Choices

NHS Choices is a dedicated website where you can find up to date and expert advice on a range of illnesses and complaints, as well as find your nearest NHS services, such as GPs, dentists, pharmacists, walk-in-centres and so on.

NHS 111

NHS 111 is the free number to call when you have an urgent healthcare need, making it easier for you to access urgent healthcare services when you need medical help fast, but it isn't an emergency. It directs you to the right local service, first time. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Or visit www.nhs.uk.

Your local pharmacy

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for GP appointment or go to your A&E.

A local pharmacy in Lancaster is: Dalton Square Late Night Pharmacy

More Information

To find your nearest local pharmacy:

- Look in your local phone directory.

- Go to www.nhs.uk.
- Or text 'pharmacy' to receive three free texts with details of your nearest pharmacies. Freephone: 0800 6520187

Your GP or Bay urgent care

If you have an illness or injury that won't go away, make an appointment with your local GP. They provide a range of services by appointment and when absolutely essential can make home visits.

Contact your GP and ask to speak to their care co-ordinator.

Bay Urgent Care can help when your GP practice is closed and you cannot wait until it opens to seek urgent medical attention. You can be seen at: Morecambe, Queen Victoria Centre or Royal Lancaster Infirmary.

Open 6:30pm to 8am Monday to Friday and 24 hours Saturday, Sunday, and bank holidays. Call NHS 111.

Same day health centre

These offer convenient access to a range of treatment for minor illnesses and injuries including infections, rashes, fractures and lacerations, emergency contraception and advice, stomach upsets, cuts, bruises, burns, and strains.

Your nearest Same Day Health Centre in Lancaster is: Morecambe Health Centre, Hanover Street, Morecambe

More Information

To find your nearest GP Service, go to NHS Choices, www.nhs.uk, or call NHS 111.

Same Day Health Centres are open 8am to 8pm, 7 days a week. Walk in for minor injuries or illness. Call 111 for an appointment.

A&E, 999

A&E departments and the 999 ambulance service should only be used in a critical or life-threatening situation. Dialling 999 and stating a medical emergency will result in a response vehicle being sent to your location.

To find your nearest A&E department, go to NHS Choices, www.nhs.uk, or call NHS 111.

Please remember A&E departments and 999 services are for those who are seriously ill or emergencies.

Leaflet Details

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Other formats

If you would like to receive this information in an alternative format, then please contact : 01539 795497.

Travelling to our hospitals

For the best way to plan your journey visit our website:
<http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS): 01539 795497.

Useful Contact Details

NHS 111 (for 24 hour urgent health advice): telephone 111

Your Information

If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust's website: <http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS) on 01539 795497.

Evidence

Details of the evidence used in writing this leaflet are available on request from: Patient Information Officer at 01524 512476.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS on 01539 795497.

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. You can contact the NHS North Lancashire Stop Smoking services on the number below:

NHS Quit Squad - **0800 328 6297**

If you live in Cumbria, please call **0300 013 3000** to find a local pharmacy who are offers 1-2-1 support and nicotine replacement therapy.

University Hospitals of Morecambe Bay Trust: a great place to be cared for; a great place to work.