

Burnley Care Navigation / Directory of Services

Service Access Criteria for:-

Minor Eye Conditions Service – Burnley

Brief Description

This service is available to people with new or very recent minor eye problems to get the help that they need quickly and easily closer to home. Under this scheme, any patient can self-present with a minor eye condition to an optometrist who provides this service.

At a MECS appointment, clinical assessment, diagnosis and then clinical management will take place. Other, more serious eye problems – which may seem “minor” – may require the help of an eye specialist (an ophthalmologist). If this is the case, the MECS practitioner can make the referral for the patient directly with the hospital, making it easier for them to get the treatment they need as quickly as possible.

Conditions treated

The following conditions are seen under the MECS service:-

- Watery eyes
- In-growing lashes (trichiasis) – feels like they have something in their eye
- Superficial foreign bodies
- Inflammation of the eyelids (blepharitis – red, flaky and itchy lids)
- Dry eye (gritty / itchy / stinging / burning)
- Red eye (with normal vision and no pain)
- Flashing lights and “floaters”
- Styes and lid lumps (chalazion / hordeolum)

Location & Map

This service is available at the following Opticians:-

Burnley – Browns Opticians (58 James Street) – 01282 426068

Burnley – Boots Opticians (51 St James Street) – 01282 416850

Burnley – Specsavers (Unit 41, 25 The Mall) – 01282 450045

Burnley – Second Sight Eyecare (32-40 Keirby Walk) – 01282 839009

Burnley – M Anderson Optometrist (40 Lyndhurst Road) – 01282 453424

Padiham – Mark Jkinson Optometrist Ltd (95 Burnley Road) – 01282 771600

Other locality areas shown overleaf

Opening Hours

Opening times vary but most are open between 9am and 5.30pm Monday – Saturday, and a few 10am – 4.00pm on Sunday. However, most Opticians are open between 8.00am and 6.00pm each weekday.

How accessed

If a patient is registered with an East Lancashire GP, they can access this local service rather than waiting for a GP appointment or referral to a specialist clinic. Patients can self-present, but it may be useful to contact the accredited practice to arrange a suitable appointment date and time.

The practice receptionist will be able to ask some basic questions about the problem to determine whether a more urgent appointment is needed.

Other locations where this service is available:-

This service is available at the following Opticians:-

Ribble Valley:-

Clitheroe – Bayfields T/a Norman Cope (11 Castle Street) – 01200 423975

Rossendale:-

Haslingden – David Gould Opticians (41 Deardengate) – 01706 228927

Haslingden – K Burgess Opticians (18 Deardengate) – 01706 222660

Rawtenstall – David Gould Opticians (101 Bank Street) – 01706 215200

Rawtenstall – Spex Opticians (83 Bank Street) – 01706 221132

Bacup – Crowther Optometrists (33/35 Market Street) – 01706 874631

Hyndburn:-

Accrington – Specsavers (Unit 4b Cornhill) – 01254 389666

Accrington – Boots Opticians (Unit 14, 10 Union Street) – 01254 232191

Accrington – SW Allen (17 Dutton Street) – 01254 233817

Accrington – Spex Opticians (37 Union Street) – 01254 398942

Pendle:-

Barnoldswick – James Bontoft Opticians Ltd (23-25 Rainhall Road) – 01282 853223

Nelson – Specsavers (8 Marsden Mall, Pendle Rise Shopping Centre) – 01282 608450

Nelson – Brown Opticians (35 Railway Street) – 01282 697511

Colne – Planit Opticians (60 Albert Road) – 01282 859775

Colne – Wordens Eyecare (27 Skipton Road) – 01282 863919

Burnley Care Navigation / Directory of Services

Service Access Criteria for:-

Emergency Dental Service & Dental Practice Signposting – Burnley

Brief Description

Emergency Dental Service via the Lancashire Dental Helpline

This service will assess any patient that contacts it through a series of triage questions and either booked into an appointment or signposted to a more appropriate service.

How accessed

If you have a regular NHS dentist and need urgent treatment, contact your dentist for advice. If you do not have a regular dentist you should contact the Lancashire Dental Helpline on 0300 1234 010.

Outside of the helpline hours (see below) and if you are in pain, you can first try helping yourself with pain killers. NHS 111 can give you details of out of hours dental services near to you. If you feel that the problem can wait until normal practice hours, you can call NHS 111 for self-care advice.

Conditions treated

The main conditions seen by the Emergency Dental Service are:-

- Swelling – eg Visible facial swelling
- Severe pain that is not helped by painkillers eg To teeth or mouth
- Trauma – eg Jaw or mouth pain
- Uncontrolled bleeding – eg Tooth extraction, ulcer or injury
- Trauma of the face, mouth or teeth after a recent accident or injury

Opening Hours

The Emergency Dental Service is available:-

Monday to Friday – 8.00am to 9.00pm

Saturday, Sunday and Bank Holidays – 10.00am to 5.00pm

Dental Practice Signposting

This service will signpost patients to Dental Practices who are taking on NHS patients onto their lists and other services such as special care will be given a direct contact number or correct access instructions.

You can access this service by also contacting the Lancashire Dental Helpline on 0300 1234 010.

August 2017 – V1.2

Burnley Care Navigation / Directory of Services

Service Access Criteria for:-

Self Care with your Community Pharmacy – Burnley

Brief Description

Self-care is widely acknowledged as an important solution to managing demand and keeping the NHS sustainable. Supporting people to self-manage common conditions such as coughs and colds could help bring down the 57 million GP consultations each year for minor ailments, a situation which costs the NHS approximately £2 billion and takes up to an hour a day on average for every GP.

Promoting the concept of self-care and increasing the awareness that there are alternatives to making GP appointments, or attendance at OOHs or A&E departments with minor conditions, will encourage patients to explore self-care in the future, so changing the culture of dependency on the NHS.

Self-care means keeping fit and healthy, as well as knowing how to take medicines, treat minor ailments and seek help when needed. Many minor ailments are of short duration, have no long term health implications and can often be self-managed by the individual. Treatments for minor ailments, including medicines like paracetamol, ibuprofen, headlice lotion and indigestion tablets are readily available over the counter in pharmacies.

The CCG will commission only the treatments or services which accord with all of the principles of Appropriateness; Effectiveness; Cost-effectiveness; Ethics and Affordability.

Conditions treated

The following criteria for inclusion / referral for self-care to Community Pharmacy:-

- Treatments used for minor ailments, which are in nature self-limiting
- Treatments where there is insufficient evidence of clinical benefit or cost- effectiveness
- Preparations where there may not be a clinical need to treat
- Treatments are readily available in community pharmacies and supermarkets

You will be asked questions about your symptoms and any other medication you may currently be taking. This is to make sure that any medicines you may be given are suitable for you. Any details you give to your Pharmacist are confidential.

Exclusions / Exemptions

Conditions that patients should seek advice from the pharmacy for:-

Antifungal treatment	Antihistamines
Antiperspirants	Bites and stings treatments
Conjunctivitis treatments	Dandruff – cradle cap treatments
Diarrhoea treatment	Ear wax removers
Emollients for mild dry skin conditions	Headlice treatment
Health supplements	Indigestion / heartburn remedies
Nasal decongestants	Simple pain relief
Sore throat treatments	Sunscreens
Teething treatments	Vitamins
Warts and verruca treatments	

Treatments for these conditions are no longer funded by the NHS so will need to be funded by the patient.

Patients with long term conditions e.g. on-going chronic pain will still be able to receive prescribed products for their condition and pain management needs. The exemptions depend on the individual product or type of medication, but there are some exemptions for certain groups of people e.g. patients being cared for at the end of their life.

How accessed

All Community Pharmacists offer self-care advice on a range of minor ailments and common conditions. They are an appropriate alternative to the use of general practice or other health care environments i.e. A&E, Out of hours urgent care. There is no need to make an appointment to speak to the pharmacist and many pharmacies are open in the evenings and at weekends. Any consultation with the pharmacist will be confidential and discrete, in a private area of the pharmacy.

As well as visiting the local pharmacist patients can also be encouraged to access the NHS Choices website – ‘live well’ or ‘self-care’: www.nhs.uk

Opening Hours

Pharmacy opening times vary however most Pharmacies are open between 8.00am and 6.00pm each weekday.

Burnley Care Navigation / Directory of Services

Service Access Criteria for:-

Talking Therapies – Burnley

Brief Description

The service provides evidence based treatments for people aged 16+ with mild to moderate anxiety and depression (implementing NICE Guidelines). The service is also available to help patients manage the psychological and emotional impact of long term health conditions e.g. COPD, diabetes. Treatments may be delivered as part of a group, online or on a one to one basis. Once an assessment has been completed a therapist will speak to a patient about treatment options.

Patients are able to self-refer and will receive an assessment without needing to see their GP first.

Conditions treated

The service can help with the following:-

- Mild to moderate anxiety or depression
- Panic
- Bereavement/loss
- Work stress
- Low self-esteem/confidence
- Poor sleep
- Adjustment issues e.g. retirement, redundancy, disability
- Dealing with diagnosis and living with health conditions/long term conditions e.g. COPD, diabetes
- Pre & post-natal depression (perinatal)
- Trauma – eg psychological trauma such as history of abuse or the psychological effects of physical trauma
- Relationship issues
- Phobia

Exclusions

The service **does not** cover the following:-

- Drug and/or alcohol dependence
- Individuals who are actively suicidal & in crisis
- Patients under 16 years of age
- Psychosis exc those who are hearing voices – see below
- Hearing voices – eg external auditory hallucinations
- Personality disorder – eg positive diagnosis of personality disorder

How to Access the Service

The service can be accessed via self-referral into either Lancashire Care Foundation Trust or the Lancashire Womens Centres, as detailed below.

Lancashire Care Foundation Trust – patients can either telephone the service or complete the online self-referral form using the details below.

Telephone: 01254 226007, Mon-Fri: 9am-5pm

Or

Complete the online self-referral form on <https://gateway.mayden.co.uk/referral-v2/07681012-dcbe-4194-acf6-e09a9ce2929d>

Lancashire Womens Centres – patients can either walk in, telephone or email the service using the details below. The service is available during the following hours:-

Monday: 9am-5pm (10am-3pm women only)
Tuesday: 9am-5pm (10am-3pm women only)
Wednesday: 9am-5pm (10am-3pm women only)
Thursday: 9am-7pm (10am-3pm women only)
Friday: 9am-4.30pm (10am-3pm women only)

Burnley Lancashire Womens Centre
4 Nicholas Street
Burnley
Lancashire
BB11 2EU
Telephone: 01282 429672
Email: community.wellbeing@nhs.net

Monday: 9am-8pm (10am-3pm women only)
Tuesday: 9am-5pm (10am-3pm women only)
Wednesday: 9am-8pm (10am-3pm women only)
Thursday: 9am-5pm (10am-3pm women only)
Friday: 9am-4.30pm (10am-3pm women only)
Saturday: 9.30am-4.00pm (men and women)

Accrington Lancashire Womens Centre
21-25 Blackburn Road
Accrington
Lancashire
BB5 1HF

Telephone: 01254 871771
Email: community.wellbeing@nhs.net

Example Web Content – GP Practice

Care Navigation

You may have noticed that we now ask for a brief outline of your problem when you call to make an appointment at the practice. This is because we have developed a new role in the practice - called a care navigator - to help you to see the right health professional first time. We have trained a number of staff to take on this new role. Our care navigators will work with you to fully understand what your needs are and ensure that we help you with your problem efficiently and conveniently. Their goal is to ensure that you get the right care at the right time in the right place with the right outcome.

Through specialist training, our team can now offer more choice on who to see in the practice and help you get to the right health professional fast. Our care navigators never offer clinical advice or triage; this is about offering you the choice to see other more appropriate health professionals, often quicker and without the need to see the GP each time.

For example, we often get calls that can be dealt with by an optician, the pharmacist, or the nurse, that you may not be aware of if you haven't visited the practice in a while.

By working this way, it helps us to free up time for GPs to care for our patients with complex or serious health conditions and it means that you will find it easier to get a GP appointment when you need one. More importantly though, it means you are seen by the most appropriate health professional that is best placed to deal with your problem each time you visit us. The choice is up to you.

Visit the Real Burnley website www.burnley.realtld.co.uk to find out more about the full range of services available locally.



R | E | A | L

Community Groups

Public Services

Events & Activities

News, Volunteering

Opportunities

CONNECTING OUR COMMUNITY

information and news about community services and events
available to people living and working in the Burnley area

burnley.realttd.co.uk

✉ burnley@realttd.co.uk ☎ 07484 151599

