

Subject:

Season's Greetings from the People's Panel

Season's Greetings to all members of the People's Panel



Thank you for your support over the past year.

We wish you a lovely Festive Season and Happy New Year!

Alex, Phil, Sue, Terry, Ruby, Nikki.

Will you need a repeat prescription over the festive period?

Making sure you have enough of the right medication is an essential part of maintaining your own health. Make sure you order your repeat prescription early. You can find more information about your community pharmacy [here](#).



Order your repeat prescription early 

Ordering your repeat prescription early this festive period, saves you time, and ensures you can pick-up your medicine from the nearest pharmacy.



Community Pharmacy Christmas and Bank Holiday Opening times

You can find out Christmas and Bank Holiday Opening times [here](#).

Think Pharmacy First

Pharmacists can help addressing minor health issues such as an ear infection, UTI or an insect bite. They can offer one-on-one, confidential consultations

for you and your family. Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First. You can find more information [here](#).



Think pharmacy first

Earache? Your pharmacist can now provide treatment or some prescription medicine, if needed, for seven common conditions, without you seeing a GP.

Subject to age eligibility, including 1-17 years old for earache prescription medicine. Service available at majority of pharmacies.

See your pharmacist
Help us help you

Home Care is Best Care

Being admitted to hospital unnecessarily or staying longer than necessary can have a negative impact on how well patients recover and can often cause serious harm, impacting their health and wellbeing.

We want to get patients home for Christmas wherever possible as they recover from an illness better in their own environment. Staff are working really hard to put steps in place to support discharges. You can help by collecting your loved ones quickly and making sure their home is ready for them to return to.

You can find a range of information on home care [here](#).

The two short videos below, produced by the University Hospitals of North Midlands give an insight on how a typical virtual ward operates and how acute care at home is administered.



The difference between 'urgent' and 'emergency' healthcare



Urgent care:

This is for an illness or injury that needs attention

quickly, but is not life-threatening. Although some urgent care is provided in hospitals, much is also provided by services outside hospital.

Call 111 for advice or an appointment (examples)

- sprains and strains
- suspected broken bones
- minor head injuries
- cuts that need stitches
- minor burns and scalds
- feverish illnesses
- abdominal (tummy) pain
- urgent mental health concerns.



Emergency care:

This is help for life-threatening conditions. If someone is in immediate danger because of an injury or a severe health problem, they need emergency care quickly. This is available at emergency departments (EDs). These are also known as accident and emergency (A&E) or casualty.

Call 999 or go to ED (examples)

- signs of a heart attack
- signs of a stroke
- severe difficulty breathing
- seizures
- heavy bleeding (blood spraying or pouring)
- choking
- rapid swelling of lips, tongue or mouth
- severe injuries after serious accident.



Winter Newsletter

Keep a look out for our Winter Newsletter which we will send to all members early 2025. This will contain a range of useful topics, including current local healthcare campaigns and details of how

your feedback from recent surveys will be used by the health service locally.

Please do not hesitate to contact our team should you have any questions or require further information.

Email: people.panel@direct-data-analysis.co.uk

Phone: 0800 0996 422

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