

GP in the Emergency Department

Primary Care Streaming is staffed by GPs 8 hours a day, 7 days a week. It works closely with the staff from the Emergency Department.

It has been decided that rather than being treated in the Emergency Department today, your condition can be treated by an on-site GP.

Why are we here?

We know that The Liverpool University Hospitals NHS Foundation Trust Emergency Department sees a lot of patients every day whose condition is not an accident or an emergency. This keeps the emergency doctors and nurses away from the patients they are trained to treat.

Who are we?

Primary Care Streaming is a simple see and treat service provided by Primary Care 24, the organisation that also provides out of hours GP care across Liverpool (as well as Warrington, St Helens, Halton, Sefton and Knowsley).

The GPs are not trying to replace your own GP and can seek advice from doctors and other staff at The Liverpool University Hospitals NHS Foundation Trust if they are concerned. The GPs are unable to access tests or referral to clinics, unable to issue sick notes and are unable to access your full GP records.

Most of the time the GP is able to assess and discharge you with treatment, advice or a plan in relation to services you should access. The GP can also prescribe but it is not appropriate for all medication to be prescribed in an urgent general practice setting. A referral back to your own GP maybe required.

The GPs are doctors with the training and expertise to deal with many short-term illnesses in patients. A minority of assessments result in the need for same-day investigation or hospital treatment and the GP has access to refer you back into the acute hospital services if required.

Some useful information for next time

We all worry when we become unwell. It is an entirely natural emotion. We want to be seen quickly, by someone with the skills to diagnose and treat our condition or maybe just reassure us that it's not serious.

Emergency Departments and Ambulance Services for life-threatening conditions. It is important that you understand the range of treatment options available to you and your family before you attend the Emergency Department. In many instances, you access treatment more quickly by considering one of the alternative options overleaf.

NHS 111

When you need medical help or advice fast, but it is not a 999 emergency, you can also call the NHS 111 service or visit NHS 111 online. NHS 111 is available 24 hours a day, 356 days a year and calls are free from mobiles and landlines.

NHS Online (www.nhs.uk)

You can find a wealth of advice about hundreds of health conditions, details of GPs, pharmacies and dentists in your local area by visiting the NHS Choices website: www.nhs.uk

NHS Walk-in Centre

NHS Walk-in Centre provides treatment 365 days a year for illnesses that you can't treat yourself.

Pharmacy Services

Your local pharmacy can offer free, confidential advice on a range of health issues. They can help you prepare for many of the common illnesses like coughs and colds and ensure you have a well-stocked medicine cupboard at peak times of year.

Your local GP and GP out of hours

Your GP should be your first point of contact for non-emergency illnesses which you can't treat yourself. If your local surgery is closed, you can still contact a GP with the GP out of hours service; just contact your local practice and your call will be re-directed.

Primary Care Streaming is funded by Liverpool Clinical Commissioning Group and Liverpool University Hospitals NHS Foundation Trust.

The service is delivered in partnership with Primary Care 24 and Liverpool University Hospitals NHS Foundation Trust.