

St Mary's NHS Treatment Centre Information Requested by Portsmouth City HOSP

1. Walk-In Statistics

The activity for the Walk in Centre by post code is provided for the period May 2010 to May 2011. During that period there were a total of 46,911 "walk in" contacts at St Mary's NHS Treatment Centre. Of these 36,492 were Portsmouth residents living in the PO1 to PO6 areas. These were as follows:

PO1	5,428
PO2	8,838
PO3	5,268
PO4	9,728
PO5	4,181
PO6	3,049

There were a further 1,700 contacts from PO7. However, of the 76 households in PO7 only 8 are of Portsmouth residents (Drayton and Farlington). Actual PO7 numbers would require further detailed analysis.

2. Prescription of Medicines

Medication kept at the onsite Treatment Centre pharmacy relates to a range of contracted conditions. These are specified within Patient Group Directive guidelines (Please see list at Annex 1). This medication is issued to patients under the prescription charging protocol for medication that is issued and taken away. Should the occasion arise where medication is required that is not kept in the on site pharmacy, then the procedure has now been streamlined to benefit the patient. That is, in the past a patient would be advised to see their GP or a GP from the Out of Hours Service for a prescription. The patient would then take that prescription to a pharmacy. Now, a prescription may be issued by staff at the Treatment Centre for the patient to have fulfilled at a pharmacy.

3. How is the Treatment Centre being Advertised to the Public and, notably, to Professionals, such as NHS Direct and GPs?

There is an ongoing Choose Well campaign across the City. This began around three years ago.

The campaign advises and directs people to the most appropriate place to receive treatment: self care, NHS Direct, pharmacist, GP Surgery, St Mary's NHS Treatment Centre, Emergency Department or Queen Alexandra Hospital. The campaign is heightened at certain times of the year, notably around Christmas and New Year. Advertising includes the following

1. Websites:

- a. NHS Portsmouth's web site home page banner providing a link to advice and signposting: <http://www.portsmouth.nhs.uk/Your-Health/Choose-well.htm>
- b. Care UK web site.

- c. NHS Choices – the website that is used and informs both NHS Direct and the public.
 - d. Express FM .
 - e. Portsmouth Football.
 - f. GP Primary Care Information Portal (Portsmouth).
2. Local media:
- a. Articles in Flagship.
 - b. Wrap around Portsmouth and Southsea Journal.
 - c. Advertising, previously on The Quay, and more recently on The Breeze, Express FM. And Heart FM.
 - d. Portsmouth Football Club programmes.
 - e. June issue of the PCT's Stakeholder Newsletter, recipients of which include all ten members of the General Practice Commissioning Consortium (GPCC).
3. Posters : - most recently in association with Portsmouth Football Club:
- a. On buses.
 - b. At train stations.
 - c. On advertising hoardings across the City.
 - d. Circulated to GP surgeries and pharmacies.
 - e. Fratton Park.
4. Community Events - banners, leaflets and computer mouse mats displaying Choose Well information at:
- a. Market stall at Cascades Shopping Centre (three events).
 - b. Market stall at Community Days in July 2010 and July 2011 held in association with the City Council and other statutory and voluntary and community sector partners.
 - c. Leaflet distribution and ad hoc discussion at Chinese Luncheon Club and to the Bangladeshi community via Community Development Workers. (Leaflets provided in English, Chinese and Bangladeshi.)

Annex 1: List of Patient Group Directives of Clinical conditions and Medications Covered in the Minor Injuries Unit/Walk In Centre, St Mary's Treatment Centre

Antibiotics to treat:

Chest Infections
Otitis Media
Otitis Externa
Sinusitis
Dental Abscesses
Conjunctivitis
Urinary Tract Infections
Animal or Human bites
Prophylactic use in wound care (when tendons have been cut)
Soft tissue and skin infections
Tonsillitis
Pharyngitis

Anti-emetics to treat:

Nausea
Labrynthitis

Emergency Drugs and Injections to treat:

Suspected cardiac chest pain
Acute poisoning
Epileptic seizures
Acute asthma attacks
Suspected Meningococcal disease
Anaphylaxis
Tetanus vaccine
Hypoglycaemic attack
Respiratory depression
Wounds (local anaesthetic)

Antihistamines to treat:

Allergies

Topical Creams and Lotions to treat:

Fungal Infections
Balanitis
Impetigo
Head and Pubic lice
Allergies
Contact Dermatitis
Scabies

Analgesia to treat:

Pain