

## Babies, children and parenting

You can go straight to your named health visitor for advice and guidance on issues such as:

- Baby and child growth and development
- Childhood conditions, allergies and infections
- Breastfeeding, bottle feeding and weaning
- Teething
- Post-natal depression and parental mental and physical health
- Child behaviour issues, eg sleeping, eating, tantrums
- Support with parenting, family health and relationships

Phone 01803 390689 or dial 111.

## Community nursing support

If you are a housebound patient on the Torbay locality district caseload, you can get direct help with:

- Wound care
- End of life care
- Care at home after hospital discharge
- Continence assessment
- Equipment assessment

Call the local Torquay Community Nursing Team on 01803 219838 or 219700.

## Life-threatening conditions

Don't forget - always dial 999 for life-threatening conditions such as:

- Severe chest pain
- Severe difficulty breathing
- Unconsciousness
- Severe loss of blood
- Severe burns or scalds
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe allergic reactions

## And if you aren't sure...

For advice on health conditions and the availability of local services, you can dial 111 at any time day or night.

# Croft Hall Medical Practice

## Easy access to your services

Your GP surgery can provide a huge range of advice, examinations, treatment, vaccinations, prescriptions and other routine healthcare.

But did you know there are lots of other local services that you can go to directly for help? No need to see your GP first.

This guide sets out the main services that are available and how you can contact them.



Croft Hall Medical Practice  
19 Croft Road  
Torquay  
Devon  
TQ2 5UA

Telephone: 01803 298441

Email: [enquiries.croftall@nhs.net](mailto:enquiries.croftall@nhs.net)

Website: [www.croftallmedicalpractice.co.uk](http://www.croftallmedicalpractice.co.uk)

## Minor ailments and conditions

You can get rapid advice and treatment from your local pharmacy.

Under the Pharmacy First scheme, the pharmacist can also prescribe medicines for these conditions

- Ear-ache
- Teething and nappy rash
- Threadworms
- Cold sores and mouth ulcers
- Coughs, colds, sore throats, blocked nose
- Thrush and uncomplicated urinary tract infections
- Hay fever
- Athlete's foot
- Diarrhoea

Just drop in to your local pharmacy and ask to see the pharmacist. If you have difficulty finding a pharmacy, you can use the NHS Choices website, [www.nhs.uk](http://www.nhs.uk), or dial 111. Those taking part in Pharmacy First will display this logo:



## Muscular/skeletal problems

You can refer yourself straight to the NHS physiotherapy service for conditions including:

- Back and neck pain
- Sprains and strains
- Whiplash disorders
- Sports injuries
- Joint pain
- Muscle pain

Staff will try to offer you a same-day appointment if you phone them Monday to Friday, between 8.30am and 12.00pm, on 01803 655354.

## Podiatry/foot care

 for patients aged 60+

You can refer yourself for podiatry and foot conditions, including:

- Painful foot problems or foot abnormalities
- Ingrowing toenails, verrucas

(but not corns, calluses or nail-cutting)

Please call 01803 217712 between 08.45am and 3.45pm, Monday to Friday. Alternatively you can pick up a Podiatry Assessment Form from the receptionist at the surgery.

## Minor injuries

 to adults and children aged 3+

Minor injury units (MIUs) are able to help if you suffer:

- Minor scalds and burns
- Broken bone (fracture)
- Cuts, grazes, wounds
- Skin complaint - insect/animal/human bite or sting
- Localised allergic reactions and infections
- Minor eye injuries and infections, eg wounds
- Foreign bodies, eg splinters
- Minor head injuries from a low fall
- Muscle or joint injury, sprain, strain

Emergency contraception is also available

Phone your nearest MIU:

Paignton Hospital, between 08.00am and 5.00pm, Monday to Friday on 01803 547171 or

Newton Abbot Hospital, between 08.00am and 10.00pm, 7 days a week, including bank holidays on 01626 324500

## Mental wellbeing concerns

 for over-18-year-olds

You can refer yourself straight to the local specialist NHS anxiety and depression service if you are struggling with:

- Panic attacks
- Depression, low mood
- Anxiety, excessive worry
- Social anxiety/shyness
- Obsessive compulsive disorder
- Post traumatic stress disorder
- Phobias
- Agoraphobia
- Health anxiety
- Bulimia

Call 01803 696600 . They will also let your GP know.

## Sexual health advice & treatments

- Need contraceptive advice and implants
- Need tests for sexually-transmitted diseases
- Have symptoms such as vaginal discharge

There are clinics at Torbay Hospital and Castle Circus Health Centre. You can get in touch, in confidence, by calling 01803 656500.