

## **PRIMARY CARE MODEL FOR WALES**

### **How new local health and well-being services will benefit you**

#### **Key messages:**

- A growing number of health and well-being services are coming closer to your home as we help build A Healthier Wales.
- More local services will be available in community settings to help you access a wider range of advice and help more easily.
- The “front door” to health and care for nine out of 10 of us is in our communities and includes GP surgeries, community pharmacies, dental practices and eye health services, including opticians.
- Making services easier to access will help you make the right health and lifestyle choices for you and those you care about.
- Improved community services will help hospitals to spend more time on providing people with specialist services like surgery and emergency treatments.

#### **What is happening to health and care services in my community?**

Your local services are changing to make it easier to find the right care and advice to improve your health and well-being when and where you need it.

More services are becoming available that build on the expertise already provided by your community team which includes GPs, pharmacists, dentists, optometrists, practice and community nurses.

You can still speak to your GP, nurses and other services in your community, but they will be supported by other professionals. For example, pharmacists, who are part of the GP practice team, can review your medication, as well as fill your prescription.

Other members of the team will help you live more independently with conditions that affect your physical or mental well-being. For example, physiotherapists will help and support you with muscular or joint conditions, while occupational therapists will help you with a disability or recover from an injury. This support can help you if you want to stay in work, when you want to return to work, or to carry on with your daily activities.

Nurses will help you if you decide to stay at home during your treatment and, if needed, will visit you at home after you leave hospital.

You will be able to access this support through your GP practice, which may also offer a telephone or face-to-face consultation with one of these people if this is right for your needs.

As well as the support from your GP practice, there are other local services you can access directly without needing to visit your GP practice or hospital, meaning that you won't need to travel unless it is necessary.

Community pharmacists can provide a range of services, including consultations and free prescriptions. They provide help to stop smoking, reduce high blood pressure or prevent heart disease, and you'll get advice on how to live a healthier lifestyle. You don't need an appointment, and you'll be seen quickly.

Optometrists at your high street opticians may provide free advice and treatment for urgent eye problems – they are not just there for eye tests.

Many people can access free advice and treatment from dentists, and appointments are also available for urgent treatment even if you are not registered with a dentist.

As well as your physical health, taking care of your mental health is very important. More local care and support is being developed to help if you're feeling lonely or think you might be depressed, or if you're worried about things like debt or housing problems.

### **How do I find out more about services where I live?**

You can find more information about these improvements to your local services at XXX

There are lots of quick and easy ways to access information about how to manage your own health and well-being.

The NHS Wales Direct helpline (0845 4647) lets you talk to qualified healthcare assistants without the need to visit your GP. The new 111 telephone number provides all of this, as well as an out-of-hours service. At the moment, it is available to residents in some areas, and will gradually be introduced to the rest of Wales. Further information can be found at:  
<https://www.nhsdirect.wales.nhs.uk/contactus>.

Everyone can access information online using the NHS Direct Wales website <https://www.nhsdirect.wales.nhs.uk/> and your local health board's website.