

What are the benefits of the Advanced Nurse Practitioner Service?

- An increase in the number of available appointments which will mean shorter waiting times for patients.
- Patients will be seen on the day by an Advanced Nurse Practitioner or will be seen by a GP if the ANP is unable to deal with the presenting problem.
- The ANP Service will enable GPs to have time to deal with complex cases and allow patients to book a repeat appointment with the same doctor (as necessary for ongoing care).

Should you wish to provide feedback about the Advanced Nurse Practitioner Service, there are a number of ways to do so:-

- Patients will be invited to complete a Patient Satisfaction questionnaire about the Advanced Nurse Practitioner Service. This will take place at six month intervals.
- We welcome your views about the Advanced Nurse Practitioner Service at any time. Please get in touch with Ms Dawn Reeve Practice Manager on 01493 414167 or email at dawn.reeve1@nhs.net

How to access the Advanced Nurse Practitioner Service

Advanced Nurse Practitioner appointments are available as follows:-

Monday:	08:00—18:30
Tuesday:	08:00—12:30 13:30—18:30
Wednesday:	08:00—18:30
Thursday:	08:00—18:30
Friday:	08:00—18:30

These appointments can be booked 24-48 hours in advance.

If you

- are pregnant and have a non-pregnancy related health issue: or
- have a complex or chronic issue for which you are receiving ongoing health care

you should book an appointment with a GP.

If you only require a Fit Note (medical certificate/sick line) please contact the Healthcare Centre directly.

Appointment line: 01493 414141 and select option 1.

Central Healthcare Centre

Sussex Road, Gorleston-on-Sea,
Great Yarmouth, Norfolk NR31 6QB

Telephone: 01493 414141

Website: www.centralhealthcarecentre.co.uk

Advanced Nurse Practitioner (ANP) Service

Central Healthcare Centre

This leaflet explains what the Advanced Nurse Practitioner Service is and why changes have been made

A—Advanced (Why Advanced?)

Advanced Nurse Practitioners are experienced and highly skilled senior nurses with advanced clinical skills to:-

- take a full medical history, carry out physical assessments and examinations
- make a diagnosis and carry out treatment, including the prescribing of medicines
- plan follow up treatment
- refer patients for investigations (where appropriate)

N—Nurse (What are their areas of expertise?)

All patients with an acute (or short term) illness will be given access to an appointment on the day with an Advanced Nurse Practitioner. Illnesses typically include, coughs, respiratory infections, earache, urinary symptoms, cystitis, back pains and other musculoskeletal complaints, constipation, indigestion and heartburn, emergency contraception. This list is not exhaustive.

The Advanced Nurse Practitioners will have access to General Practitioners (GPs) for advice and support and will consult them as needed.

Where the Advanced Nurse Practitioner is unable to deal with a presenting problem, they will refer the patient immediately to a GP. The ANP's will be able to visit patients in their own homes.

General Practitioners (GPs) will continue to be available for treating patients who have complex or chronic health needs (such as Heart Disease, Chronic Obstructive Pulmonary Disease)

P—Practitioner (What qualifications do Advanced Nurse Practitioners have?)

Advanced Nurse Practitioners are Registered Nurses with further qualifications at an advanced level. They have at least a first Degree in Nursing, some have a Masters Degree in Advanced Clinical Practice whilst others will be working towards their Masters qualification.

There are seven Advanced Nurse Practitioners at the Central Healthcare Centre:

- * Alison Cannon
- * Tony Charity
- * Esther Czykieta
- * Frank Grinnell
- * Julie Rugg
- * Beverley Stainsby
- * Alison Wing

S—Service (What are the reasons behind the introduction of this new service?)

The Advanced Nurse Practitioner Service has been introduced to address a number of issues:-

- Patients have historically had problems getting an appointment.
- Patients with chronic or complex cases have had difficulties booking a repeat appointment with the same doctor.
- A national shortage of GPs has led to difficulties recruiting to GP posts at the Central Healthcare Centre.

All Central Healthcare Centre staff are supportive of the Advanced Nurse Practitioner Service.

The overall aim of implementing the Advanced Nurse Practitioner service is to enhance the service available for patients.