

Minor Illness Hub

Patient information leaflet

The Hertford and Rurals PCN now runs a Minor illness hub to improve access and capacity for problems see below for the criteria. The hub will provide advice face-to face and telephone consultations to manage the minor illnesses leaving your practice to help with long term conditions and more complex health needs.

We encourage you to access this service by sending in an Econsult. In order to do this, you need to go to your practice website on the home page there is a box saying Econsult you need to click and follow the steps to fill out the form. If you are unable to access the internet, please contact your own Practice for assistance as they can fill out a form on your behalf.

This will run as follows:

Monday- Friday 8:00 – 6:00pm at **Calton Court Surgery in Hertford (next to the care home), SG14 2EG.**

Please note there is NO parking outside but there is parking in the next side road to the building.

Inclusion criteria:

- ❖ Urinary symptoms i.e. urine infections, cystitis, thrush
- ❖ Coughs and colds, including blocked nose (nasal congestion) and Chest infections.
- ❖ Sore throat and Earache
- ❖ Hay fever, dry eyes and allergies
- ❖ Eye infections, Mouth ulcers
- ❖ Headache, migraine (not ongoing).
- ❖ Skin conditions, such as acne, eczema, psoriasis, impetigo, athlete's foot
- ❖ Vomiting, heartburn, indigestion, diarrhoea, Constipation, piles and threadworms
- ❖ Rashes
- ❖ MSK aches (back & Joint pain).