

Irish Primary



Guide

Cork City and County

Before this guide explains the different roles and care pathways in Primary Healthcare it is important you understand what you need to do in the event of an emergency situation.

Knowing what to do in a medical emergency and who to call can save lives.

Life-threatening emergencies

Call **112** or **999** in a medical emergency when someone is seriously ill or injured.

How to call 112 or 999

Call the emergency services by dialling 112 or 999 from a mobile or fixed phone line, free of charge.

112 also works in any EU country and from any phone, free of charge.

Speech or hearing impairment

If you're deaf, have a hearing impairment or speech disorder, you should register for SMS 112 service in advance which will allow you to text 112 in an emergency.

What happens when you call 112 or 999?

Once you're connected to an emergency service operator, they will direct the call to the appropriate emergency service.

This could be:

- ambulance
- Gardaí
- fire brigade
- coast guard

Calling an ambulance

Once connected to the National Ambulance Service, you will need to know:

- the **phone number** you are calling from (so that if you get disconnected, they can call you back)
- the **address** or the location of where you are
- your **Eircode**, if possible
- what **has happened**

Please note that once the ambulance service has your location, they will send a resource to you. Although the emergency call taker will continue to ask you questions, this does not delay the resource getting to you.

The emergency call taker will ask you further questions about the patient and their condition. They may give you instructions over the phone to help the patient. Please listen carefully to their instructions. Tell them if the patient's condition changes in any way. The emergency call taker will stay on the line as long as possible.

There are a few things you can do to help the ambulance service.

For example, stay calm and:

- if you're in the street, stay with the patient until help arrives
- call the ambulance service back if the patient's condition changes
- call the ambulance service back if your location changes
- if you're calling from home or work, ask someone to open the door and direct the paramedics to where they're needed
- lock away family pets

- if you can, write down the patient's GP details and collect any medication they're taking
- if you can, tell the paramedics about any allergies the patient has

Non-life-threatening emergencies

If it's not a life-threatening emergency and urgent medical attention isn't needed, consider other options **before** calling 112 or 999.

For example, consider:

- visiting or calling your **GP** or **out of hours Doctor**
- going to your **local injury unit**
- making your own way to your **local ED** - **arriving in an ambulance doesn't mean you'll be seen any quicker**
- **self-care** at home
- talking to a **pharmacist**

Choosing the best service for your needs will ensure the ambulance service can respond to people who need help the most.

In this guide you will find an overview of primary healthcare services in the HSE (Health Services Executive), the organisation which is responsible for delivering healthcare in Ireland. See www.hse.ie.

What is Primary Healthcare?

Primary Healthcare services mean all of the health or social care services that you can find in your community, outside of the hospital setting. This includes GPs, Public Health Nurses and a range of other services provided through your Local Health Office.

A **Primary Care Team (PCT)** is a team of health professionals who work closely together to meet the needs of the people living in the community. They provide a single point of contact to the health system. Ideally all members of a PCT will be based in a primary care team building, but in some instances this is not the case.

Primary Care Team services include;

- General Practitioner Service
- Practice Nurse Service
- Community Nurse Service (Public Health Nurse & Community Registered General Nurse)
- Home Help / Home Care Attendant Service
- Occupational Therapy Service
- Physiotherapy Service
- Speech and Language Therapy Service
- Social Work Service
- There is also a Network of other services available supporting the Team including Psychology/Counselling, Audiology, Podiatry, Area Medical Officers, Community Welfare, Dental, Dietetic, Ophthalmology, Environmental Health, Community Development, Carers etc.

The aim of the Primary Care Team is to provide primary care services that are accessible, integrated, of a high quality and which meet the needs of the local population.

To find information about services go to:

www.hse.ie/eng/services/list/

It will bring you to a webpage that has the following:

Health Services in Ireland

Share:    

The HSE provides health and social services to everyone living in Ireland. Our services are delivered to young and old, in hospitals, health facilities and in communities across the country.

Apply & Register

Benefits and Schemes

Medical and GP Visit Cards, Drugs Payment, EHIC and more

Births, Deaths, Marriages

Registration, Certificates and Civil Ceremonies

Environmental Health

Food Safety, Environmental Health, Water Quality and more

Local Health Offices

32 offices nationwide, admin centres for HSE schemes and community services

Everyday Care

Pharmacies

Pharmacy services, find a local pharmacy on a map

GPs and Family Doctors

How to access GP or Family Doctors, find GPs on a map

Dental Services

Dental services provided by the HSE to adults and children

Health Centres

HSE Health Centres are an important part of your community

Primary Care

GPs, Public Health Nurses and other staff working as teams to care for your community

Care when you need it

Carers Support

HSE services, support groups, organisations, statutory assistance to support carers

Injury Units

Injury Units treat a wide range of injuries such as broken bones, dislocations, sprains and strains

Acute Hospitals

Delivering hospital services throughout the country

Maternity Care

Services for parents expecting a baby, hospital care, mother and infant scheme

National Ambulance Service

Information for the public and staff on National Ambulance Service

Out of Hours Services

How to access urgent services outside of normal hours

Community Intervention Teams

A specialist nurse led health professional team providing a rapid integrated response

Emergency Management

Emergency Management works to ensure Emergency plans are developed, updated and tested as required.

Community and Social Care

Children and Family Services

Welfare and Protection, Family Support, Adoption, Social Workers

Disability Services

Including intellectual, physical or sensory disabilities

Mental Health Services

Information on mental health services provided in hospitals and communities across Ireland

Audiology

Hearing screening for babies, children and adults

Older People

Nursing Home Support Scheme, Home Care, Tips for Healthy Ageing

Specialist Care

Addiction Services

Support for people with alcohol and drug addiction problems

Sexual Health Services

The Sexual Health and Crisis Pregnancy Programme provides information to help people living in Ireland to experience positive sexual health and wellbeing.

Public Health

Public Health aims to improve the health and well being of people

Cancer Services

Cancer prevention, diagnosis and treatment, is a major healthcare challenge

National Rare Diseases Office

Current and reliable information about genetic and rare diseases

Kerry Health Services

Community and hospital based health services in Co. Kerry.

Select the service you want. It will take you to a webpage where it explains more about the service and it may have a map to show you where it is available in your area.

Alternatively, if you know the service you require but you want to know where to locate it please see the following.

To find what services there are in your area go to:

www.hse.ie/eng/services/list/

>Select **Local Health Offices** (as seen on the diagram on page 6)

>Choose from the following Local Health Offices depending on where you're living.

- Cork North
- Cork South
- Cork North Lee
- Cork South Lee

This will display a list of services that are in your area of Cork.

If you're not sure which is your Local Health Office, use the following which is found on the same page.

>Click on **Not sure which is your Local Health Office?** Use our [Service Locator Map to check your address](#). Then type the first line of your address where it says "Type Address". This will bring up a list of services in your area.

FAMILY DOCTOR (GP)

A GP is a Family Doctor.

GPs provide a broad service to their patients on all health issues, and may refer patients to see 'Specialists or Hospital Consultants' (specialised Doctors in hospitals) if a more specific investigation is required. GPs play a central role in the health of our community, caring for people from birth and childhood, through to older age and end of life care.

If your GP refers you for a public out-patient appointment, to a public hospital for an x-ray or blood test, or to an Emergency Department, you will not be charged for the hospital services. If you go directly to an Emergency Department without a GP referral, there is a charge for the service.

Most GPs in Ireland are private practitioners, but the majority of GPs provide services on behalf of the HSE, to people with Medical Cards, GP Visit Cards and other schemes. Most GPs also provide immunisation services free to patients on behalf of the HSE, and through the Mother and Infant Care Scheme, some visits during pregnancy are also paid for by the HSE. Most people who don't have a Medical Card or GP Visit Card will pay a fee for a GP visit.

To see your GP, it is important to ring and make an appointment- make a record of the time and date of it. If your query is urgent, tell them this on the phone. They will ask your name and date of birth.

Bring your Medical Card with you to all medical appointments!



If you have a medical card issued by the Health Service Executive (HSE), you can receive certain health services free of charge. Please refer to **Information Regarding Medical Cards** guide taken from Citizen's Information for more information about entitlements.

If the GP decides you need medicine, you must go to the Pharmacy/Chemist to collect your medicine.

If you are unable to attend your GP appointment you must ring to cancel.

SouthDOC

SouthDoc is a service to provide you and your family with access to family doctor services for urgent medical needs. They operate outside of normal surgery hours – evenings, nights, weekends and bank holidays.

Telephone Number: 1850 335 999



When you ring, the receptionist will take your personal details.

Your call will be referred to a triage nurse who will ring you back.

Following a discussion with the triage nurse they will clinically assess whether you need over the phone nursing advice; an appointment with a GP; a house call; a referral to the Emergency Department; or an ambulance.

Clinical decisions or treatments are noted in your record and the information is forwarded to your GP to ensure your treatment is followed up if required.

If you are a Medical card or GP visit card holder (under 6 and over 70) you must bring your card with you otherwise you will be charged for the appointment.

Weekdays 6.00pm - 8.00am (next day)

Weekends 1.00pm * (Saturday) - 8.00am (Monday)

* (cover starts at 9am in Cork City & select centres). Please check the opening hours at your local centre.

Locations:

**Bandon- Bantry - Castletownbere -
Clonakilty - Cork City (Blackpool) -
Cork City (Southside / Kinsale Rd) - Dunmanway - Fermoy - Kanturk - Kinsale
Town - Macroom - Mallow - Midleton - Skibbereen - Youghal**

PHARMACY/CHEMIST



In Ireland, a pharmacy or chemist sells basic medical items, ‘over the counter’ pain killers (e.g. paracetamol), cough medicines etc. Please refer to the ‘**Over the Counter Guide**’ in your pack for explanations on how to use over the counter medications for a child and adult.

The role of the pharmacist has grown with pharmacists providing Emergency Contraception without a prescription and also the flu vaccine.

If your GP gives you a prescription for medicine, bring this paper to your pharmacy/chemist.

The pharmacy will give you medicine. Please ask the pharmacist to explain to you how much medicine you should take and how often.

Prescription Charges

If you have a medical card, medications on prescription are generally free from the Pharmacy but you may have to pay a prescription charge.

From 1 January **2018**, the prescription charge is €2.00 for each item that is dispensed to you under the medical card scheme, up to a maximum of €20 per month per person or family.

In **budget 2019**, it was announced that the prescription charge for medical card holders over the age of 70 will be reduced from €2 per item to €1.50 per item.

Most pharmacies/chemists are open Mon-Sat 9-18.00. If you see an out of hours Doctor remember to ask what out of hours (**late-night**) pharmacies are open.

DENTISTS

Dental Services in Ireland are provided by two main types of service:

- 1) Private Dentists**, who see their own patients and also many of whom provide services for people with medical cards.
- 2) HSE Dental Clinics**, who provide services for children from birth to 15 years. This service is accessed through screening appointments in your child's primary school.

Children under 16:

Children will receive a letter from the HSE Dentist while they are attending school. These letters will not come straight away and it will depend on what school class your child is in.

It is very important to attend this appointment. It is free.

If your child does not attend this appointment and needs an examination at another time, parents are liable to pay for a private dentist.

Adults:

Adults (over 16 years of age) who have a valid medical card can access a range of dental services and treatments under the Dental Treatment Service Scheme.

All medical card holders are entitled to specific dental treatments e.g., a dental examination, two fillings in each calendar year, extractions as necessary.

Some treatments such as the provision of dentures require the approval of the HSE before the dentist can proceed and in this case, the dentist applies directly to the HSE.

Additional treatments for example, teeth cleaning are available to those persons with specific medical conditions and again, your dentist will be able to advise you of your entitlement if this is the case. The HSE dental section may require written documentation outlining your medical condition and/or medications from your G.P. or other relevant medical person.

PUBLIC HEALTH NURSES (PHNs)

Public Health Nurses work from local **Health Centres**. The public health nurse provides a range services **free of charge** to people in your community. They include child health visits and school visits, visits and care for older people and care on discharge from hospital. To find a public health nurse contact your local health centre.

Adults:

The public health nurse provides home and clinic nursing care to persons over 65 years who have a medical card. Services include post hospital care, dressings, injections, referral to respite and day care and assessment for Nursing Home Subvention, home support, nursing aids and appliances.

Children:

The public health nurse will visit you within 48 hours of discharge from Hospital following the birth of your baby. They will continue to visit you during the pre-school period. During these visits they will provide advice and guidance

in relation to food and diet including breastfeeding, bottle-feeding and weaning, immunisations and safety.

The school nurse visits all schools and carries out vision and hearing screening for all primary school children.

If you have concerns regarding your child bed-wetting, particularly over the age of 5, you can contact your local public health nurse or your GP.

PHYSIOTHERAPISTS (PTs)

Physiotherapy uses physical methods, such as massage and manipulation, to promote healing and wellbeing. Physiotherapy treatments are often used to help restore a person's range of movement after injury or illness.

Physiotherapists are healthcare professionals who have trained specifically in physiotherapy. They work in a number of different places, including:

- Hospitals
- GP surgeries
- private practices
- workplaces
- the community

Physiotherapists frequently treat problems that affect:

- Muscles
- Joints
- heart, blood circulation and lungs

Physiotherapists also help people with mental health conditions, neurological conditions (those affecting the brain and nervous system) and chronic (long-term) health conditions.

You must be referred to
Physiotherapy by your GP/Hospital
Consultant/Public Health Nurse/other Physiotherapist or Occupational
Therapist.

If you have a Medical Card or Long Term Illness Card you are eligible for
Physiotherapy services.

OPTICAL SERVICES

The HSE provides optical services free of charge to certain groups. These services may be provided by HSE staff or by private practitioners.

Adults

- Medical card holders and their dependants.
- People with Hepatitis C who contracted the disease through the use of Human Immunoglobulin-Anti-D or from receiving any blood product or a blood transfusion within Ireland and who have a Health Amendment Act Card.

Medical card holders are entitled to a free examination and any necessary standard spectacles once every two years (more often if required in certain medical circumstances). All examinations and dispensing require approval from the Local Health Office.

Children

Pre-school children and primary school children referred from child health service and school health service examinations that are discovered to have sight problems are referred to an appropriate Consultant for treatment. If this treatment is carried out at the out-patient department of a public hospital, the service is free and no hospital charges have to be paid. Services

in these circumstances will continue to be provided until the child has reached the age of 16.

OCCUPATIONAL THERAPISTS (OTs)

Occupational Therapy can help if your ill health interferes with your ability to do the activities necessary for living your life. They work with you on your functioning in areas of everyday life such as taking care of yourself and your family, carrying out paid or unpaid work, or participating in leisure activities. Therapy can help you to deal with the challenges of mental ill health and still lead a full life.

You can be referred by a GP, Hospital Consultant, Public Health Nurse or you can self-refer.

SPEECH AND LANGUAGE THERAPISTS (SLTs)

The speech and language therapy service is available to children and adults with developmental or acquired disorders of communication (e.g. speech, language, fluency voice) and/or eating, drinking and swallowing disorders. The speech and language therapists assess, diagnose and manage clients who present with communication disabilities.

You can be referred by a Doctor/Public Health Nurse/Physiotherapist/school with parental consent or you can self-refer.

PODIATRY SERVICE

Podiatrists offer a high risk service which includes assessment, diagnosis & therapy for individuals suffering from lower limb problems e.g. nerve damage/poor circulation and foot related conditions. Priority to those with the greatest need is given above others who will be offered an appointment when the schedule allows.

You can be referred from your GP/Public Health Nurse or other Health Care Professional.

DIETICIAN SERVICES

Dieticians aim is to promote health, prevent disease and play a significant role in the management of certain illnesses. They construct nutritional management plans which focus on initiating and maintaining dietary and lifestyle changes. Assessment of nutritional status is the first step in the nutritional management of an individual.

Following assessment, the Dietician offers individual advice to clients, monitors progress and evaluates the outcome of the intervention. The purpose of nutritional intervention includes:

You must be referred by your Doctor/Public Health Nurse/Physiotherapist or other Health Professional.

It is a free service and open to clients of all age groups based on clinical need.

HOME HELP SERVICES

The Home Help Service supports the assessed needs of vulnerable people in the community who through illness or disability are in need of help with day to day tasks. The focus of the Home Help Service is on personal care such as washing or taking a shower, assistance with moving from one position to another, oral hygiene, or help at mealtimes and/or with essential domestic duties.

The particular supports provided to each person will depend on the needs that are identified during the assessment which is undertaken by a HSE health professional, generally a public health nurse.

DAY CARE SERVICES

The HSE directly provides and funds voluntary organisations to provide day care and meals on wheels services. The type of day service provided varies with some providing a more social element which may offer personal care such as showering, chiropody, while other services are nurse led and provide a nursing service as well as social activities. Some day care centres are targeted at specific conditions such as Alzheimer's/Dementia. Your Local Health Office or Public Health Nurse can help you to access community services in your area.

NURSING/RESIDENTIAL CARE AND RESPITE SERVICES

Nursing/Residential Care is usually needed following hospital discharge if the patient is not well enough to manage at home alone. It can also be the best option when an older person becomes unable to live alone, through illness or disability.

If you need to access nursing or residential care, you will be referred either by a hospital before you are discharged or by your GP and Public Health Nurse.

'Respite services' both in the home and in nursing homes are recognised as hugely important for carers as they offer an opportunity to take a break from the stresses of caring. Public health nurses can help you to access respite

services in your area. Find out about the government **Carer's Support Grant** (formerly called Respite Care Grant).



PSYCHOLOGY SERVICES

Child, Adolescent and Family Psychology Services provide assessment and therapy to children/adolescents (between 0-18 years) and their families.

You must be referred by your GP/School/ Public Health Nurse or by Parents referral.

MATERNITY SERVICES

If you suspect you are pregnant visit your GP as soon as possible.

A **Maternity and Infant Care Scheme** operates **free care** to an expectant woman and to the mother and new-born baby for six weeks after birth. The scheme offers a system of combined care by your GP and Cork University Maternity Hospital.

This service is set up once you visit your doctor.

HOSPITAL CONSULTANTS AND APPOINTMENTS

If your condition requires further investigation, your GP will refer you to a Consultant in a hospital. There are waiting lists for Consultants and these are prioritised depending on medical need.

You may be waiting a considerable amount of time for both an appointment letter and subsequently an appointment.

If your condition gets worse in the meantime you need to see your GP.

SEXUAL HEALTH SERVICES

The legal age for sexual consent and intercourse in Ireland is **17 years of age**.

Sexual health services include the following:

- contraception and contraception advice
- emergency contraception and emergency contraception advice
- testing and treatment for sexually transmitted infections (STIs), such as chlamydia, syphilis, gonorrhoea and genital warts
- testing and counselling for HIV and AIDS.

STI clinics, which are usually located in hospitals, provide testing, treatment and counselling services for STIs. Many GPs, the Well-Woman Clinics and the Irish Family Planning Association provide contraception services, vaccinations, pregnancy testing and smear testing as well as services for STIs

Information and contact details are available for STI clinics nationwide along with information about contraception and emergency contraception at www.sexualwellbeing.ie

Chemists can also provide the **emergency contraception pill** over the counter. Barrier contraceptives (condoms etc.) must be paid for.



COUNSELLING SERVICES

Medical card holders can avail of the free **Counselling in Primary Care (CIPC)** service. Your GP must refer you to this service.

This service is for people with mild to moderate psychological difficulties. It is a short-term counselling service that provides up to 8 counselling sessions with a professionally qualified and accredited Counsellor/Therapist.

It is a service for medical card holders, who are 18 years of age or over, and who want help with psychological problems that are appropriate for time limited counselling in primary care.

The service is suitable for people who are experiencing certain difficulties such as:

- depression
- anxiety
- panic reactions
- relationship problems
- loss issues
- stress

CRISIS PREGNANCY SERVICES

Crisis pregnancy counselling is designed to help and support you in coping with an unplanned pregnancy. Counselling may be given by a qualified counsellor, a social worker or a trained volunteer depending on the service you go to. The counsellor's training and skills will help you to explore your feelings about the pregnancy. The HSE fund services to provide free counselling to those experiencing a crisis pregnancy.

See www.sexualwellbeing.ie to locate your closest service.

OTHER SERVICES/SUPPORTS/CHARITIES

Nasc

Nasc provides a free legal information and advice service for refugees, migrants and asylum seekers. Nasc is the Irish word for link and we link refugees and migrants to their rights.

Address: Nasc, the Migrant and Refugee Rights Centre, 34 Paul Street, Cork, T12 W14H

Telephone: 021 427 3594

Email: reception@nascireland.org

Website: www.nascireland.org

The Lantern Community Project at the Cork Migrants Centre

The Cork Migrant Centre supports the integration of immigrants in Ireland with a special focus on the empowerment of those at risk of poverty, social exclusion, exploitation and discrimination. Established by the Presentation Sisters in 2006, the Centre provides free, confidential and current information

on access to services and immigration issues. It also provides a range of social activities and education programmes.

Address: Nano Nagle Place, Evergreen Street, Cork

Telephone: 086 174 6374 / 086 189 4855

Email: info@lanternproject.ie

Website: www.lanternproject.ie

Cork City Partnership

To improve the life chances and opportunities of people who experience the effects of poverty and social exclusion through promoting equality and inclusion for all. It provides a range of supports and training.

Address: Heron House, Blackpool Retail Park, Blackpool, Cork.

Telephone: 021 4302310

Email: info@partnershipcork.ie

Website: www.corkcitypartnership.ie

Health Services (HSE)

Acute and Emergency Care Hospitals

Cork University Hospital (CUH) and Cork University Maternity Hospital (CUMH)*

Wilton, Cork, Cork

www.cuh.hse.ie

021 492 2000

*Neither based in City Centre.

Open 24 hours a day

Mercy University Hospital (MUH)

Grenville Place, City Centre, Cork

www.muh.ie

021 427 1971

Open 24 hours a day

Injury Units

Visit for broken bones, dislocations, sprains, strains, wounds, scalds and minor burns that are **new**.

Injury units will NOT treat children under 5 years of age, pregnancy related or gynaecological problems, pain/injuries to the chest/abdomen/pelvis or serious head/spine injuries. For these you should go to CUH or MUH.

St. Marys Health Campus*

Mercy Hospital, Urgent Care Centre

Baker's Road, Gurrabraher, Cork

www.muh.ie/index.php/for-patients/urgent-care-centre

021 492 6900

TUSLA Child Protection Service

If you have concerns about the protection and welfare of a child you should contact your local social work office.

Cork Local Area Office- Barry Murray

Address: Child and Family Agency Cork, Ground Floor, Aras Slainte, Wilton Road, Cork

Telephone: 021 492 3503

Email: barry.murray@tusla.ie

Counselling Services

Sexual Violence Centre Cork

Freephone 1800 496 496

Text 087 153 3393

My Mind (Low Cost Counselling):

Go to www.mymind.org

Select book an appointment

If you are in receipt of a medical card, you can access counselling through your primary care team by contacting your GP- **Counselling in Primary Care (CIPC)**.

Disability Services

Cork Deaf Association

021 450 5944

Cork North Lee ASD Service

021 455 8053

A diagnostic and intervention service for children with query/ diagnosis of ASD aged 3-18 years and living in the North Lee/City area.

Cope Foundation Early Intervention
Service

021

450 7131 Children with an intellectual disability aged from birth to 6 years.



Cork City & County Enable Ireland Children's Disability Service 021 429 4803
Children aged from 0 to 18 years with a physical disability who need a co-ordinated team approach.

Cork and Kerry Regional Autism Team Brothers of Charity Ireland

021 434 7087

Children under 18 who require a Specialist ASD Diagnostic assessment or specific intervention in partnership with their local disability team.

Irish Wheelchair Association-Cork Branch

021 435 0282