

March 2020

Portcullis Surgery: BACK-LOG FORM

Tackling the backlog: please come forward and tell us if you have a new or worsening problem.

Have you got a new problem or symptom that you have not come to see us about? Are you waiting to see a specialist and your problem is getting worse? Please fill in this form if you have a new or worsening problem and help us tackle the backlog. Tell us if you are waiting for an investigation, appointment or procedure with a consultant. We are here to help you. *mandatory information

- Name _____
- Date of Birth. _____
- Age _____
- Address including postcode _____
- Telephone no we can contact you on, ideally a mobile _____
- Describe your symptoms in as much detail as possible your new or worsening problems (Please also tick all the boxes as appropriate below as this helps us review your symptoms)

- Explain to us in as much detail as possible if you have already seen a specialist or waiting to hear about an appointment, investigation or procedure for this problem (If you have more than one problem or referral awaited please **IDEALLY FILL IN A DIFFERENT FORM FOR EACH PROBLEM**) If you have not seen anyone yet and this is a new problem just say new problem

- Explain how long you have been waiting and please give details of your consultant, the hospital you are waiting to hear from and any other information you think will be useful

- What are you most worried about and how do you think we can help? (You might think you need something ruled out such as angina or a cancer. You might want a referral to a counsellor or other specialist. You might think that a specific test or a specific referral is needed please give us much detail as possible of what you think you need)

- Explain how urgent you feel your problem is and if it is getting worse*
 - My problem is a new problem and I need to speak or see a GP about it please
 - My problem is not urgent and I don't mind waiting for more than a year to see a specialist
 - My problem is not urgent and I don't mind waiting for 6-12months to see a specialist
 - My problem is not urgent and I don't mind waiting for 3-6 months to see a specialist
 - My problem is urgent and I think I should be seen within 3 months by a specialist
 - My problem is urgent and has got significantly worse and I think I should be seen within a month by a specialist
 - My problem is urgent and has got so severe that I think I may want to look into options such as seeing a specialist privately
 - My problem is urgent and has got so severe that I may end up in A and E if I don't get seen by a specialist soon.

SPECIFIC SYMPTOMS AND PROBLEMS PLEASE TICK ALL RELEVANT BOXES

- Have you noticed a worrying, unexplained non specific symptom such as:
 - unexplained or unplanned weight loss (more than 1/2 stone or more)
 - unexplained nausea, vomiting or loss of appetite?
 - unexplained shortness of breath or excessive tiredness?
 - excessive thirst and/or passing urine more often?
 - new or unexplained bruising or bleeding?
 - new or persistent fever or hot and cold chills or excessive sweating at night?
 - new, persistent and worsening pain in any part of your body?

- Have you noticed a new or worsening problem with your brain or mental health such as:
 - new or unexplained nausea (feeling sick) vomiting or significant loss of appetite?
 - new or unexplained and worsening headaches?
 - possible or unexplained (witnessed or unwitnessed) faint, fit or significant funny turn?
 - new or persistent or worsening problems with your memory?
 - new or persistent change in your personality or behaviour?
 - new or unexplained change in your speech?
 - weakness or loss of strength in a limb (arm, leg) which comes and goes?
 - significant worsening in your vision or hearing?
 - new or significant and unexplained changes in your balance and coordination?
 - new or worsening of your mental or emotional state in the last month?
 - Are you feeling suicidal or having thoughts about committing suicide which is persistent and worsening in the last month?
 - Are you feeling very anxious or having new or worsening panic attacks?
 - Have you noticed that you are hearing voices or seeing things that others are not able to hear or see?
 - Are you worried about your eating habits are you eating more or less than usual, worrying about your weight or making yourself vomit after eating?

- Have you got an urgent lung problem?
 - Have you had several unexplained or worse than usual chest infections in the last 6 months?
 - Have you coughed up blood?
 - Have you had a new and unexplained cough for longer than 3 weeks?
 - Have you noticed any new and unexplained shortness of breath or pain in your chest?

- Have you got an urgent heart problem?
 - Have you noticed any new or unexplained chest pain or pain or discomfort in your chest, arm, neck, stomach or jaw when you are doing exercise (walking up a hill or faster than usual)?
 - Have you noticed any new or increasing shortness of breath when you are doing exercise (walking up a hill or faster than usual)?
 - Have you noticed any new or increasing palpitations or dizziness or lightheadness when you are doing exercise (walking up a hill or faster than usual)?
 - Have you noticed any new or worsening swelling of both your ankles?
 - Have you recently fainted with no obvious cause for the faint?

- Have you got an urgent kidney, prostate, bladder or superficial genital problem?
 - Do you have regular and frequent symptoms of recurrent urinary tract infections such as pain, urgency to pass urine or incontinence accidents?
 - Have you noticed any blood in your urine for men (for women even when you are not on your period)?
 - Do you have an ulcer or unexplained lump in your penis (men) or vaginal/vulval area (women) for more than 3 weeks?
 - Have you noticed any changes in your vaginal discharge (women) or blood in your semen (men)?

- Have you got an urgent breast problem? (Women and rarely men can also have breast cancer please do not ignore your symptoms)
 - Have you noticed a new lump in your breast or armpit?
 - Have you noticed any discharge from the nipple or any distortion to the shape of the nipple?
 - Have you noticed any puckering of the skin or distortion of the skin around your breasts?

- Have you got an urgent problem in your tummy or intestinal tract?
 - Have you noticed any new or unexplained problems with swallowing or food getting stuck in your mouth?
 - Have you noticed any new or unexplained problems with excessive acid or indigestion problems??
 - Have you noticed any new or unexplained or worsening problems with pain in your gullet, stomach or tummy area?
 - Have you recently vomited blood?
 - Have you recently had a new problem or a significant change in your bowel habits such as diarrhoea, loose or more frequent stools or blood in your stools for more than 3 weeks?
 - Have you noticed a new and worsening symptoms of bloating or excessive belching or wind?
 - Are you worried about your eating habits are you eating more or less than usual, worrying about your weight or making yourself vomit after eating?

- Have you got an urgent head and neck problem?
 - Persistent unexplained lump in neck for more than 3 weeks
 - Persistent unexplained hoarseness of voice for more than 3 weeks
 - Persistent unexplained ulceration or lump or red and white patch in the mouth, lips or oral cavity that lasts for more than three weeks

- Have you got an urgent skin problem?
 - Have you got a pigmented (dark coloured) lesion on your skin that has changed in size, shape, colour or appearance?
 - Have you got a persistent ulceration or crusty looking area in your skin?

- Have you got an urgent bone problem?
 - Have you got a new persistent pain in a specific bony area?
 - Have you noticed a new lump in an area of bone?

- Have you got a serious and worrying addiction you would like help with?
 - Have you got a new or worsening addiction to alcohol that you would like help with?
 - Have you got a new or worsening addiction to drugs that you would like help with?
 - Are you worried about your eating habits are you eating more or less than usual, worrying about your weight or making yourself vomit after eating?
 - Are you worried about your smoking habits and would like to stop smoking?
 - Are you worried about your excess weight and would like to lose weight?

- Have you got a new social, housing or care problem you would like help with?
 - I have a housing problem
 - I have a problem with my care
 - I have a problem with my help at home
 - I have a problem with loneliness and would like to be referred to a befriender (buddy volunteer)
 - I am a carer for another person and would like to have more help and support
 - I have recently had a loss or bereavement and would like help or support with this

We can book you in for an appointment with our care coordinator Judith who can review these problems and refer you to the right agency