



## Practice Newsletter & Patient Information – Bumper Issue

### Practice News



**WE ARE  
NOW LIVE  
ON**

facebook



Well, where do we start with the weather lately? Nice and warm one day then the heating goes back on the next! We're still seeing patients with chest infections, stomach bugs and tonsillitis; there's no let up in these infections at the moment. We are also in the early stages of the hay fever season so we have put some tips for any sufferers in this edition. **Are you aged 40-74?** Have you have been lucky enough to escape some of the viruses that have been going around? **If you would like to have a Spring health 'MOT', you may be eligible for a free NHS Health Check.** Please speak with our reception team to enquire.

Appointments and **Did Not Attends [DNA]** in the last four months:

January 1622	<b>61 DNA</b>
February 1484	<b>40 DNA</b>
March 1393	<b>35 DNA</b>
April 1405	<b>37 DNA</b>

**Wasted appointments = 29 hours of clinical time**

**Practice Developments:** We are planning on refurbishing the office currently used by the Practice Manager and turning it into a **new clinical room**. This room will then be used by Tracey, our Health Care Assistant and Ruth, the Clinical Pharmacist, as their primary base. It will also mean we have the option to offer additional clinical services. The Practice Manager will move to an office elsewhere in the building.

Special points of interest:

- HAYFEVER SEASON
- Clinical Research
- Medicines Wastage Campaign
- PPG organized "Slip, Trip & Falls" evening
- What we need from our patients
- Spring/Summer Health Campaigns

## Hay Fever Season



No sooner does the weather start to improve, then Hay Fever Season is upon us. Running from March to September it can lead to a range of symptoms and lots of discomfort.

There is no cure for hay fever and you can't prevent it. What you can do is ease your symptoms.

- \* If you are a hay fever sufferer, you have to remember to take your antihistamine or if you get really bothersome symptoms, to take your nasal spray and take it on a regular basis
- \* Hay fever symptoms include sneezing, coughing and itchy eyes – with tablets and nasal sprays recommended as treatment by the NHS.
- \* These symptoms may be worse if you have Asthma.
- \* Any pharmacy can advise over the counter medication to help your symptoms. **Please pop into your local pharmacy for advice**

Help us to help you.

**You only need to see a GP if your symptoms don't improve after taking medicines bought from a pharmacy. Please do not book an appointment to see a Doctor for hay fever. If you do need to discuss your symptoms with a Doctor please ask for a telephone consultation. If you usually have hay fever medication prescribed from the Surgery please request this at reception – you do not need to see a doctor to get hay fever medication.**

### THINGS YOU CAN TRY

- ◆ put Vaseline around your nostrils to trap pollen
- ◆ wear wraparound sunglasses to stop pollen getting into your eyes
- ◆ shower and change your clothes after you've been outside to wash pollen off
- ◆ stay indoors whenever possible
- ◆ keep windows and doors shut as much as possible
- ◆ vacuum regularly and dust with a damp cloth
- ◆ buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

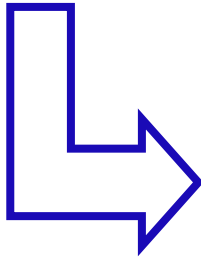
### DON'T

- ◆ cut grass or walk on grass
- ◆ spend too much time outside
- ◆ keep fresh flowers in the house
- ◆ smoke or be around smoke – it makes your symptoms worse
- ◆ dry clothes outside – they can catch pollen
- ◆ let pets into the house if possible – they can carry pollen indoors

## CLINICAL RESEARCH IN THE PRACTICE



RESEARCH



Our practice has recently been re-accredited by Clinical Research Network East Midlands. This accreditation means that we are able to undertake research activities within the practice. We will shortly be having a site visit and we are actively looking for research studies to take part in. We will be asking some of our patients to help us with this health research as we progress. As the CRN states – *“Getting involved in research doesn't always mean that you need to take part in a clinical trial. Clinical research can also be carried out by, or with help from members of the public. Healthcare professionals need members of the public and patients from all communities and of all ages to help make the research they do better and more relevant. Whether you're 8 years old or 80, you can help to make treatments and practices better for everyone by being the patient voice in research.”*

All the hospital trusts and primary care providers including GP's in the East Midlands are involved in research. If you think you'd like to take part and work with us, please talk to your GP or Nurse and let them know. You can also find more information at [www.nihr.ac.uk/nihr-in-your-area/east-midlands](http://www.nihr.ac.uk/nihr-in-your-area/east-midlands). We will advertise details of studies in the practice as we get them.



**Did You Know....** Your local pharmacist can help with some minor illness without the need for a GP appointment?

**Please speak to the Pharmacist if you have:**

Cough, cold, sore throat \* Pain Inc. backache \* Minor skin conditions/Acne Athletes foot \* Cold sores \* Minor eye infections \*  
Diarrhoea/Constipation \* Head Lice \* Colic \* Thrush \* Bruises, sunburn, and minor burns and scalds  
Vomiting, heartburn, indigestion, threadworms \* Warts and verruca's

# Together small changes can make a massive difference to reducing medicines waste and looking after our NHS

Everyone has a part to play to reduce medicines waste



## Did you know?

Unused prescription medicines cost the NHS in the UK an estimated £300million every year. This could pay for ...

- Almost 12,000 MORE community nurses or
- Almost 81,000 MORE hip replacements or
- Almost 20,000 MORE drug treatment courses for breast cancer or
- 300,000 MORE drug treatment courses for Alzheimer's or
- MORE than 312,000 additional cataract operations

Wasted medicine is everyone's responsibility and there are small changes you can make to help reduce the amount of medicine being wasted. These savings could be reinvested into more front line care and services for the benefit of all

We are writing to our patients and providers of prescription services such as Pharmacy2U , Pill Time and appliance companies. This action is in line with other Leicestershire practices and is also a national project. **We have to reduce the amount of waste prescription medications.**

## HOW CAN YOU HELP?

### Only order the medicines that you need—

- Please let your GP or Pharmacist know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.

### Remember that unused medicines cannot be recycled

- Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else.
- Please take your unused medicines to the Pharmacy for safe disposal.
- NEVER dispose of your unused or unwanted medicines down the toilet

### Unused medicines are a safety risk

- Return out of date medicines to your pharmacy or dispensary for safe disposal
- If your medicines change - return your old medicines to the pharmacy for safe disposal to avoid mixing them up with your new medicines
- Do not stockpile medication - it is a safety risk for children and others who might take them and makes your medication likely to go out of date before you use them!

## SLIP, TRIP & FALLS INFORMATION AND ADVICE EVENING

Arranged by Your Practice  
PPG



### Free for Everyone

Thursday 7th June  
7pm - 9pm, 2018  
PARK HALL, WHITWICK  
in the park, off North Street Whitwick, (near Masons)



### **PATIENT PARTICIPATION. YOUR PRACTICE NEEDS YOU!**

We are very fortunate to have a firmly established, friendly & actively involved Patient Participation group [PPG]. Our PPG, who meet bi-monthly, are looking for **new members** to join the group and add to the support that they give to our practice and to YOU, our patients. We would love to hear from you if you would like to offer some fresh ideas and input, learn more about how your surgery & the local healthcare community works and experience how patients can get involved with their local GP practice team. Please contact the Practice Manager.

### Speakers from Leicestershire County Council & NHS

- How to identify potential hazards in a home likely to cause a fall especially to the elderly
- The resources available, if needed, to try to prevent falls in and around a home
- The impact on the NHS and Local Authority of a person having a fall in their home
- **QUESTIONS and ANSWERS** (Please bring your question on a post card)

Organised by the Whitwick Patient Participation Group

Supported by Whitwick Parish Council

Please keep the date in your diary, support your practices patients group and come along to this informative event.

## **What we need from our patients. Help us to help you!**

- **Correct Contact Details:** Please can you inform us if your contact details change. From time to time we may have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number; either a land line or mobile number, or both, is very helpful.
- **Tell us if we have permission to speak to your spouse, partner or someone else.** We will not discuss or share information about you with relatives or friends, unless we have your written permission.
- **Ask for advice:** Not sure who to approach? You can always ask for advice first rather than book a surgery appointment. For instance, your problem may be better dealt with by a district nurse, or a health visitor. NHS 111 is also available for health advice 24 hours a day, 7 days a week.
- **Think before you book:** Please book an emergency same day appointment for genuine emergencies only. See a dentist for dental problems. GPs don't give antibiotics for common colds or viruses.
- **Tell us if you cannot make your booked appointment:** We have a lot of wasted appointments each week, often after we have had to tell another patient we are unable to see them! Please help us to help all our patients and tell us if you no longer need your appointment.

**GET ONLINE:** This is the easiest way to order your medication and you can also use this service to book appointments or view /print out your medical records. Reception will help you get started, so please ask them about getting an online account. There is a wealth of information on our website, including contact numbers, medical advice and self-help leaflets

- **Give us your consent:** We need consent for lots of reasons— to speak with another person about you, for someone else to collect your prescriptions, to register your nominated pharmacy, to share your medical information with another organisation or healthcare provider. It is important to us that your consent is logged and kept up to date. Children aged 13 upwards will need to give their consent for a parent/guardian to access their online service and anyone under 16 can be asked to consent for us to talk to their parents/guardian.
- **Complete a Friends & Family card:** Its confidential if you want it to be and the cards are always available in our waiting area; we'd like to hear from you.
- **Self-refer where possible:** Patients with many different conditions can self-refer to the most appropriate service without needing to see a GP first.
- **Ringling for test results?** Please do not telephone the practice until after 11am.

## **And finally!**

- **Support your surgery & staff:** This surgery operates in line with the NHS Zero Tolerance Policy: We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against our staff or patients. If a patient is abusive or violent, they will be warned to stop their behaviour. If they persist, we will exercise our right to take action and have them removed immediately from the premises, by the police if necessary. They will also be removed immediately from our list of patients.



**Urgent prescription requests are not requests for medication which has been ordered late. It is your responsibility to ensure your medication is ordered in good time.**

We are getting increasing numbers of requests for repeat medication to be issued urgently due to a lack of simple forward planning from patients. Such requests delay other patients' prescriptions and increase the risk of mistakes. We will now only issue urgent medications if they are on a list of medications that are considered essential to continue without a break.

Routine requests submitted as Urgent requests will be reviewed by a Doctor, and if appropriate rejected or only part issued. You should allow 48 hours (2 full working days) for routine repeat prescription requests.

#### *USEFUL CONTACTS*

WHEN WE ARE CLOSED	NHS 111 - 24 HOURS A DAY, 7 DAYS A WEEK ALSO LOOK AT OUR WEBSITE FOR LOTS OF-HELP & INFORMATION	CALL 111	999 FOR LIFE THREATENING EMERGENCIES
FIRST CONTACT PLUS	<a href="http://www.FirstContactPlus.org.uk">www.FirstContactPlus.org.uk</a> Information and advice on improving your health and wellbeing. Including: Feeling safe, Living independently, Money & debt advice.	Call 0116 3054286	Email - firstcontact@leics.gov.uk
Urgent Care	Urgent Care Centre, Epinal Way, Loughborough	01509 568800	
Leicester Royal Infirmary	Infirmery Square Leicester Leicestershire LE1 5WW	0300 303 1573	
Queen's Hospital, Burton Upon Trent	Belvedere Road Burton -on- Trent Staffordshire DE13 0RB	01283 566333	

## CALENDAR OF HEALTH CAMPAIGNS

May	1-31	Activity	<a href="#"><u>National Walking Month</u></a>	National Walking Month encourages people to walk more throughout May. Initiatives include, Walk to Work Week and Walk to School Week.
May	1-31	Stroke	<a href="#"><u>Action on Stroke Month</u></a>	Make May Purple is the Stroke Associations annual stroke awareness month, taking place every May. Individuals show their support for those who have been affected by stroke and help to raise awareness and essential funds for the Stroke Association. Join #MakeMayPurple on social media.
May	14th-20th	Sun	<a href="#"><u>Sun Awareness Week</u></a>	
May	14-20	Epilepsy	<a href="#"><u>National Epilepsy Week</u></a>	National Epilepsy Week is continuing Epilepsy Actions' work to empower people to seize control of their epilepsy, through better care and access to treatment. Out of 600,000 people living with epilepsy in the UK, 288,000 are still experiencing seizures. So make a difference and get involved with #epilepsyweek events.
May	8-14	Mental Health	<a href="#"><u>Mental Health Awareness Week</u></a>	Mental Health Awareness Week is a UK event supported by the Mental Health Foundation. The aim is to educate the public about mental health issues and to promote better mental health.
May	14th - 21st May	Arthritis	<a href="#"><u>National Arthritis Week</u></a>	We understand that the pain caused by arthritis can be constant and make the little things in life difficult. So this National Arthritis Week Arthritis Research UK are inviting you to join them by sharing your story and helping to highlight what it's like to live with the pain of arthritis as part of the Share your day, Shape our future campaign.
May	31	Smoke	<a href="#"><u>World No Tobacco Day</u></a>	World No Tobacco Day highlights the health risks associated with tobacco use and advocates for policies to reduce tobacco consumption.
June	11th - 17th	Carers	<a href="#"><u>Carers Week</u></a>	Carers Week is an annual campaign to raise awareness of caring by highlighting the challenges that carers face and recognise the contribution they make to families and communities throughout the UK. The campaign encourages others to organise activities and events throughout the UK. You can get involved by pledging your support.
June	11th - 17th June	Diabetes	<a href="#"><u>Diabetes Week</u></a>	Diabetes Week is an annual highlight in the Diabetes UK calendar, as it's a time when supporters are brought together to raise awareness of the condition and the vital funds required for future work.
June	11th - 17th June	Men's Health	<a href="#"><u>Men's Health Week</u></a>	Led by the Men's Health Forum, the purpose of Men's Health Week is to raise awareness of preventable health issues and encourage men and boys to seek professional advice for health-related problems.
June	14	Blood Donor	<a href="#"><u>World Blood Donor Day</u></a>	World Blood Donor Day raises awareness of the need for safe blood and blood products and to thank voluntary unpaid blood donors for their life-saving gifts of blood.



