



EMP Newsletter

WELCOME

Welcome to the Spring/ Summer Edition of the Eaglescliffe Medical Practice Newsletter. Bringing you all the updates to keep you in the know.

This is a special edition dedicated to one of our Practice nurses Ros Hayton who will sadly be retiring in May. We can safely say that every member of staff will certainly miss her. It goes without saying that we have appreciated the knowledge, dedication, friendship and personality that she has brought to the team.

Dr Falcus will also be leaving us in the Summer. We will update you on our new registrar in the next edition. We would like to wish Dr Falcus the very best of luck in her next adventure.

Please turn to the back page to read a special farewell

message from the practice nurse

A BIG THANK YOU

First and foremost we would like to say a big thank you from everyone here at Eaglescliffe Medical Practice for your cooperation and patience whilst we upgraded our computer system.



Although we are still learning our way round the new system we are already noticing the benefits and hope to get a little faster with accessing information and booking appointments as we progress and become more familiar with the new layout .

ELECTRONIC PRESCRIPTIONS

We are aware that having been tested at various locations around the country there is the opportunity to have prescriptions transferred electronically to the chemist of people's choice. This will be gradually rolled out across Teesside shortly. We are planning to explore this option. It is likely that in preparation for this we will need to alter how people order medication allowing patients to select their own prescriptions from a picking list linked to our clinical system. We will update patients in due course.



Eaglescliffe Medical Practice

Sunningdale Drive

Eaglescliffe

Stockton-On-Tees

TS16 9EA

Tel: 01642 780113

www.eaglescliffemmedical.co.uk

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PATIENT PARTICIPATION GROUP

Would you like to have a say about the services provided at Eaglescliffe Medical Practice?

This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

If you wish you can give us your email details so that we can ask your opinions from time to time. This information is purely to contact patients to ask them about the surgery, how well we are doing, to identify areas for improvement and ensure changes that are being made are patient focused. It will be kept safe and secure and will only be used for this purpose and not shared with anyone else.

We will do this by asking only general questions about the practice in a questionnaire format and will only be at the most twice a year .

If you do not have an email address you can still be involved. Any surveys that we carry out will be available within the surgery, by email or we can also send surveys out to those who prefer to have a paper copy. You can find all of the information on our website www.eaglescliffemmedical.co.uk under the patient group icon located on the right hand side of the screen.

You can also view our patient participation survey report 2013/14 on the website .

You can join the group by asking for a form at the reception desk or downloading it from the website stated above, filling it in and handing it back to the reception and we will add your name to the list.

We will look forward to hearing your opinions.

HEALTHY HEART CHECK

Healthy Heart Checks are designed specifically for people between the ages of 40 and 74 that have no pre existing conditions such as diabetes, hypertension and CKD.

Step 1

You will be asked to make a 20 minute appointment to see the health care assistant. When you attend this appointment we will:

- ◆ Have a discussion about your family history
- ◆ Ask some questions about your diet and lifestyle habits
- ◆ Check your blood pressure
- ◆ Measure your high, weight and waist circumference
- ◆ Carry out a fasting blood test that will measure your cholesterol, blood level, kidney and liver function.
- ◆ Check a urine sample for protein.



sugar

The blood tests have to be sent to the lab at the hospital to be processed and once we have all the relevant information this will allow us to calculate your risk of developing cardiovascular disease over the next 10 years, and then we can recommend the best steps to maintain a healthy heart.

LUNG HEALTH CHECK

Are you a current smoker aged 35 or over who has not been diagnosed with COPD or asthma? We are offering a lung health check to all smokers aged 35 and over who haven't yet been diagnosed with COPD or asthma. To make an appointment contact the surgery and we will be happy to book you in with Suzanne the Health Care Assistant.

At your lung health check the Health Care Assistant will offer you're a lung function test. Having one of these doesn't take long or hurt and is very easy to do – you simply blow into a mouthpiece and you're done!

Your symptoms might seem mild, but they could be a sign of a serious lung disease such as COPD. You may not have developed symptoms yet or assume they are a natural result of smoking.

It may well be nothing to worry about, but it's worth getting checked out if you have any of these symptoms:

- ◆ Trouble breathing;
- ◆ Wheeziness;
- ◆ A cough that has lasted for more than three weeks; or
- ◆ Lots of green or yellow phlegm or if you've coughed up blood- stained phlegm.



HAYFEVER

What is Hay Fever?

Hay fever is a common allergic condition that affects up to 2 in 10 people at some point in their life. You can have an allergy to:

- ◆ Tree pollen, released during spring
- ◆ Grass pollen, released during the end of spring and beginning of summer
- ◆ Weed pollen, released any time from early spring to late autumn

Symptoms are due to your immune system reacting to the pollen. Cells on the lining of the nose and eyes release histamine and other chemicals when they come in to contact with the pollen. This causes inflammation in the nose and eyes. Sometimes the sinuses and throat can also be effected.

The symptoms of hay fever can vary from person to person. Some may only get mild symptoms that tend to come and go. Whilst others can be severely affected with symptoms that present everyday during the pollen season:

- ◆ Common symptoms - These include a runny and itchy nose, a blocked nose, sneezing, itchy and watery red eyes and an itchy throat. In some cases only nasal symptoms occur and in some cases only eye symptoms occur.
- ◆ Less common symptoms - These include loss of smell, face pain, sweats and headache.
- ◆ Asthma symptoms - such as wheeze and breathlessness, which may get worse if you already have asthma. Some people have asthma symptoms only during the hay fever season. If you have hay fever, you are more likely to develop asthma.

A MESSAGE FROM THE PRACTICE NURSE



Just a few words to let you know I am retiring in May.

Having been with the practice for over 14 years, I have been part of an incredible journey that has seen many changes, including ways of working and computers, the 'interesting huts' before ending in the modern building we now enjoy and have been honoured to work alongside many Doctors, Nurses, Staff and Domestic Staff.

I have seen and treated generations of patients and it is with some regret I will be saying goodbye to so many interesting and wonderful people.

We have all shared so many memories and in ending my career now I hope I have helped in some way to get us through the laughter and tears that has been part of our working life together.

My best wishes to you all, I will miss you, and no doubt we will catch up from time to time.

Ros.

DATES FOR YOUR DIARY

If you are due to order your medication near any of the bank holidays please ensure that you order it in advance to guarantee that it will be ready to collect before we close.

For training days we will be closed from 12pm to the following day when we will re open at 8am.

Bank holidays

18th April	Good Friday
21st April	Easter Monday
5th May	Early May bank holiday
26th May	Spring bank holiday
25th August	Summer bank holiday
25th December	Christmas Day
26th December	Boxing Day

Please check in the surgery closer to the day for the collection times. Thank you.

Training days

Tuesday	17th June 2014
Wednesday	10th September 2014
Tuesday	18th November 2014
Wednesday	18th February 2015