

Eaglescliffe Medical Practice - Winter Newsletter

WELCOME

27TH NOVEMBER 2014

CREATED BY LAURA

Welcome to the Winter/Christmas edition of the EMP Newsletter. This Newsletter has been created to update you on the recent changes and general information to help you during the winter.

Electronic Prescribing Service

Important information

As you may be aware the practice is taking part in the provision of Electronic Prescribing Services for our patients. We would like you to be mindful of a small number of stipulations which may affect you before you sign up for this new service.

- * If you feel you have been nominated by a Pharmacy but this is not your wish. Please speak to a member of our reception team.
- * Items that are classed as a 'controlled drugs' cannot be sent via EPS. These items will continue to be printed on a paper prescription, therefore you need to make a decision whether electronic prescribing is suitable for you.
- * Please be aware that if you have opted out completely for a summary care record or for your information to be withheld from the NHS Spine, will not be able to use the EPS service. You can opt back in at any time if you do wish to use EPS.
- * Only items on your repeat slip will be sent electronically to your nominated pharmacy.
- * Our prescription turnaround time will remain at 48 hours.

To order

Repeat Prescription requests are then accepted either by;

- * Post
- * in person by dropping it through the black repeat prescription request box in the main reception or the letter box located in the front of the main entrance
- * online (www.eaglescliffmedical.co.uk)
- * fax (01642 791020)



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Wonder why you can't get an appointment?

There were **297**
missed
appointments in
October alone





KEEP WARM THIS WINTER



Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm.

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression.

The chances of these problems are higher if you're vulnerable to cold-related illnesses because of one or more of the following:

- * you're over 65
- * you're on a low income (so can't afford heating)
- * you have a long-term health condition, such as heart, lung or kidney disease
- * you are disabled

To keep warm and well during spells of cold weather:

- * Draw your curtains at dusk and keep your doors closed to block out draughts.
- * Have regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- * Wear several light layers of warm clothes (rather than one chunky layer).
- * Keep as active in your home as possible.
- * Wrap up warm and wear shoes with a good grip if you need to go outside on cold days.
- * If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C and make sure you wear enough clothes to stay warm. It's a good idea to keep your bedroom at this temperature all night.
- * If you're under 65 and healthy, you can safely have your house cooler than 18C, if you're comfortable.

Travel carefully in icy weather

Icy pavements and roads can be extremely slippery. Take extra care if you go out, and wear boots or shoes with good grip on the soles. The Met Office advises putting grit or cat litter on paths and driveways to lessen the risk of slipping. It adds you should wait until the roads have been gritted if you're travelling by car.

Bear in mind that black ice on pavements or roads might not be clearly visible, and compacted snow may turn to ice and become slippery.



(No animals were hurt in the making of this newsletter)

Stop the viruses spreading

Cold and flu viruses are spread by droplets that are coughed or sneezed out by an infected person. Other people can breathe in these droplets or transfer the droplets to their eyes or nose, via their fingers.

Protect yourself and others against colds and flu by:

- * coughing or sneezing into a tissue
- * throwing a used tissue away as soon as possible
- * washing your hands as soon as possible
- * having a flu jab every year if you're in an at-risk group

Colds and flu viruses can also be passed on via infected droplets on objects or surfaces, such as door handles. You can help to prevent passing on or getting colds and flu by washing your hands regularly, and avoiding touching your eyes and nose

Flu Symptoms

The symptoms of flu will usually peak after two to three days and you should begin to feel much better within five to eight days.

However, you may have a lingering cough and still feel very tired for a further two to three weeks.

Flu can give you any of these symptoms:

sudden fever – a temperature of 38°C (100.4°F) or above, dry/chesty cough, headache, tiredness, chills, aching muscles, limb or joint pain, diarrhoea or upset stomach, sore throat, runny or blocked nose, sneezing, loss of appetite, difficulty sleeping

If you are otherwise fit and healthy, there is usually no need to visit your GP if you have flu-like symptoms.

The best remedy is to rest at home, keep warm and drink plenty of water to avoid dehydration.

You can take paracetamol or ibuprofen to lower a high temperature and relieve aches.

You should visit your GP if you have flu-like symptoms and you:

- * are 65 years of age or over
- * are pregnant
- * have a long-term medical condition, such as diabetes, heart disease, lung disease, kidney disease or a neurological disease
- * have a weakened immune system (the body's natural defence against infection and illness)

Flu can be more serious for these groups and antiviral medication may need to be prescribed.

Cold symptoms

The first symptom of a cold is usually a sore or irritated throat.

This is then followed by other symptoms, including:

- * a blocked nose (nasal congestion) – caused by a build up of phlegm or mucus (catarrh) nasal pain and irritation sneezing
- * a runny nose (nasal discharge) – the discharge is usually clear and runny at first before becoming thicker and darker over the course of the infection
- * coughing – this symptom occurs in one out of every three cases
- * a hoarse voice a general sense of feeling unwell

If these are the only symptoms you have, it's unlikely that your GP will be able to do anything.

You may want to visit your local pharmacy, where you can get advice on how to manage the symptoms and buy over-the-counter medicine.

Friends and Family Test

The Friends and Family test (FFT) was introduced in 2013 as a method of asking patients whether they would recommend healthcare services to friends and family if they needed similar care or treatment.

From the 1st December 2014 GP Practices will be contractually required to undertake the FFT.

Responses to the FFT will contribute to the practices FFT score which is shared with the public on the NHS choices website www.nhs.uk on our own website and will also be displayed on a practice noticeboard.

To take part you can collect a survey from reception, see our website to take it online or complete the attached survey.

Although most of our patients are already aware, we would just like to officially welcome our new permanent member of the nursing team Lindsey Spires
 Lindsey says "Thank you to all the patients and staff for making me feel so welcome. I am very much looking forward to the years ahead at the practice"
 We would also like to welcome back our GP Registrar Dr A Naeem who will be with us until August 2015.



In the run up to Christmas and over the festive period please **remember.....**

- * To order prescriptions in plenty of time to cover you over the days we will be closed.
- * Please note that after 3 weeks of taking your medication you can reorder..... so please don't allow yourself to run out. **As from the 2nd January 2015 we will no longer be offering same day service for prescriptions. If you allow yourself to run out...You may be charged at your local pharmacy for emergency medication.**
- * Please see the evening gazette or internet for your local pharmacy opening hours over this time.
- * The walk in centre at Tithebarn House is open everyday from 8am till 8pm including Sundays and bank holidays.
- * For help or advice out of hours please contact the NHS 111 service.
- * The 111 service can also direct you for emergency dental care.

Alcohol

Apart from the risks to your own health, alcohol can be the chief mischief maker when it comes to accidents.

Alcohol can make people relax so much that they don't think about everyday risks

In total approximately 15,000 people die each year from alcohol misuse. Some of these deaths are caused by drink driving which rises sharply at Christmas and in the Summer months. Falls and alcohol poisoning account for many more

Please remember to drink sensibly this Christmas.

25th December	CLOSED
26th December	CLOSED
1st January	CLOSED
2nd January	OPEN

For more information on taking care this Winter please see www.nhs.uk

From all the staff at Eaglescliffe Medical Practice we would like to thank you for all your co-operation and bearing with us whilst we made some big changes within the practice during 2014. We all wish you a very Merry Christmas and a Happy Healthy New Year.

