

PRINCES GARDENS SURGERY

WINTER NEWSLETTER 2017

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STAY WELL THIS WINTER

Cold weather can seriously affect your health

Here are few ways in which you can help yourself and others to stay well this winter:-

Get your flu jab

Flu vaccinations are offered free of charge (Eligibility required) to ensure you are protected against catching flu and developing serious complications. We are still taking bookings, so speak to a member of Reception to book yours now.

Keep warm

When the temperature drops to below 8C, some people are at increased risk of:

- heart attack
- stroke
- flu
- pneumonia
- falls and injuries
- hypothermia

Government guidelines recommend heating your home to at least 18°C (65°F). You may prefer your main living room to be slightly warmer. Keep your bedroom window closed on a winter's night. Breathing in cold air can increase the risk of chest infections.

CHRISTMAS OPENING AND PRESCRIPTIONS

The Surgery will be **closed** on the following dates:-

Monday 25th December
Tuesday 26th December
Monday 01st January

We will only be offering on the day appointments during Christmas.

The Prescriptions Team will be accepting requests early to ensure people have enough medication to cover the Christmas Period.

Keeping Well

If you start to feel unwell, even if it's a cough or cold, don't wait until it gets more serious. Seek advice from your **pharmacist**.

Follow these tips on keeping well in the cold:

- Have your free flu vaccination (eligibility required)
- Wear several layers of clothes rather than one chunky layer – clothes made from cotton, wool or fleecy fibers help to maintain body heat
- Use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- Have at least one hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- Try not to sit still for more than an hour or so indoors – get up and stretch your legs
- Stay active – even moderate exercise can help keep you warm
- Wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip, too. If you have a heart or respiratory problem, stay indoors during very cold weather

Look in on vulnerable neighbours and relatives

Check up on older neighbors and relatives, and those with heart or respiratory (breathing) problems, to make sure:

- They're safe and well
- Are warm enough, especially at night
- Have stocks of food and medicines so they don't need to go out during very cold weather



If you have been referred to a hospital or clinic through the NHS e-Referral Service, booking your appointment **online** or over the **phone** is easy, safe and secure.

You will need:

- The booking reference number stated on the booking letter
- A password

Your booking reference should be ready to collect from reception, 2 weeks after you have been referred.

How to choose your hospital or clinic

In some cases you will have more than one clinic or hospital to choose from. The list of options will be the same whether you decide to book online or over the phone.

What to do if you have not been referred yet

If you want to be seen at a hospital or clinic you will need to speak to your GP. They will help you decide what care is best for you and make any necessary referrals.

Practice Update

We are now the First Learning Disability Friendly Practice within the CCG



Note from the Reception Team

We would like to remind our patients that our Receptionists have been asked by the GP Partners to ask you for some brief details regarding your request for an appointment.

Please indicate the nature and urgency of your problem, so we can help you as efficiently as possible. This will ensure that you are booked in with the correct healthcare professional and that the quickest route to treatment or advice is taken.


North East Hampshire and Farnham
Clinical Commissioning Group


ALDERSHOT CARERS HUB



Come along and Create an Emergency Plan;
Access Carer support and information;
Access other organisations and professionals;
Meet other carers in the area.

Cared for are also warmly welcomed.

St Joseph's Church Hall, (opposite the West End Centre), Queens Rd. Aldershot. GU11 3JB

For limited Parking please use postcode GU11 3DR

The Hub will run on the following Thursdays.

10am-2pm

Thursday 27th July Thursday 28th September
Thursday 26th October Thursday 30th November
Thursday 25th January Thursday 22nd February
Thursday 29th March

For further information, please call 01264 835246/835205 or email: info@carercentre.com


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Online Patient GP Services

We understand it can sometimes be frustrating when the surgery reception phones are busy and there is a long queue at the reception desk.

Have you signed up for the Online Services?

The Benefits Include:

- Booking appointments with your GP up to 6 weeks in advance. You don't have to wait for the surgery to open at 8am. You can make your booking online at your convenience including evenings and weekends.
- Ordering repeat prescriptions online.
- View your summary care record online.

Patient must be aged 16+. All patients must have their own individual e-mail address, family e-mails cannot be used. This is for strict NHS England Data Confidentiality purposes.

In October we had a total of **207 missed appointments**

That is an average of **10** appointments per working day. That is a lot of wasted appointment time.

Please help your surgery by **CANCELLING** your unwanted appointment, if you no longer need it, or cannot keep it. We can then offer the appointment to a patient in need.

You can cancel your appointment by replying **CANCEL** to you appointment text reminder, by phone or email.

Visiting an A&E department



An A&E department is for Accidents & Emergencies:

- Accidents and injuries requiring stitches or x-rays
- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped

NHS 111

If your GP practice is closed you can call NHS 111, which will direct you to the best local service.

NHS111 may suggest you see a GP or Pharmacist immediately. Unfortunately during periods of high demand this may not always be possible. You will instead be offered a telephone triage appointment. The GP will decide if you need to be seen urgently and make these arrangements for you.

To make this process efficient, the Doctors request that the receptionists ask for information so they can triage the urgency of the call.



Did you know that alcohol is linked to over 60 medical conditions? Harms from alcohol go much further than the liver, it can cause high blood pressure and is also linked to diabetes, depression and cancer.

Dry January

Following on from our successful first ever Dry January in 2012, we will be encouraging people to sign up for the fifth Dry January campaign which kicks off on 1 January 2017. This year it's estimated that 1 in 6 Brits attempted a dry January – and we're looking to make the next campaign even bigger and better! Alcohol Awareness Week is a great opportunity to start the conversation and encourage people to sign up. If you are interested in taking part, more information and resources can be found at www.dryjanuary.org.uk.

Appointments



Please remember that your appointment time is **10 minutes**. If you know that you need to see a doctor for more than one problem then please inform the receptionist of this when booking your appointment.

Please telephone before 10:00 am if you feel you need to be seen on the same day.

We do not have any facilities for "walk in patients" either during the week or on Saturday.

Saturday morning appointments are strictly pre-booked through reception in advance.

Local Pharmacy Advice

- Medication Queries
- Cough & Colds
- Sore Throats
- Hayfever
- Emergency Contraception
- Emergency Repeat Medication



A&E

Don't spend four hours in A&E with a cough or cold – treat yourself or take advice from your pharmacist

A&E is for life threatening emergencies only – understand which health service is suitable for your health needs

Be Self Care Aware:-

Coughs and Colds:

You don't always need medical care for the average cough or sore throat. You often just need to give your body time to recover. Most are caused by viruses, which antibiotics can't treat.

You can't cure colds or the flu, but you can relieve the cough and sore throat that sometimes comes with them.

- **Use cough drops or hard candy.** Menthol and certain herbal cough drops can slightly numb and soothe your sore throat.
- **Use cough medicine.** Sometimes you need to cough to get out nasty mucus. Other times you need to calm your cough. Over-the-counter cough medicine can help. If you're not sure which kind you need, you can ask your **pharmacist**.
- **Use a decongestant.** These over-the-counter meds can help clear your stuffy nose. While cold and cough medicines are fine for adults and older kids, they are not safe for children under age 4.
- **Rest.** If you want to get rid of your cold and cough, you need to take it easy. Your body needs energy to fight off the virus.
- **Use an over-the-counter painkiller.** Acetaminophen, ibuprofen, and naproxen can help with sore throat pain. Aspirin is fine for adults, but it could be dangerous to children under age 18.

When to See A Doctor:-

If you have a cough with any of these symptoms, see a doctor:

- Shortness of breath
- Coughing up blood, bloody mucus, or pink foamy mucus
- Coughing up green, tan, or yellow mucus
- Fever, chills, or chest pain when you breathe deeply



The GP Partners and Staff at Princes Gardens Surgery wish you a Happy and Healthy Christmas and New Year!

Social Media

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