



OLD HALL SURGERY

NEWSLETTER

OCTOBER - DECEMBER 2010

Website www.oldhallsurgery.co.uk

Welcome to the latest edition of our practice newsletter. The newsletter is our way of informing you of changes to the practice, services we offer as well as other useful information.



STAFF CHANGES

As you may have noticed we have recently undergone a lot of changes in reception staff.

This is partly due to the stress related to dealing with the general public and sometimes unrealistic expectations.

The demand on the staff to provide a high quality service and "service with a smile" has proved to be too much for some staff; even the long serving staff are finding the job more difficult than in the past. The practice strives to give you the best possible service it can and will continue to do so.

We are sorry to see Barbara and Julie leave. Barbara has left sooner than expected due to moving to North Wales, she had been covering maternity leave at the practice.

Julie who has been with us since December 2009 as she has moved away and is working alongside her brother in his business venture - Good luck to the both of them.

We would like to welcome Vicky who joined us in August. She will be working alongside our afternoon staff so please be patient with us while her training is in progress and to Jane who has worked in another surgery and will be helping us cover Maternity leave for Lynette, who will be back with us from November 2010.



WELCOME

To Dr Louise Furnival who also will be with us for the next year before she goes into General Practice herself, and Dr Greg Simmons who will be at the surgery for the next 4 months

Please make them feel welcome while they are training with us.



REPEAT PRESCRIPTIONS

IF YOU HAVE INTERNET ACCESS WHY NOT ORDER YOUR REPEAT PRESCRIPTION FROM OUR WEBSITE

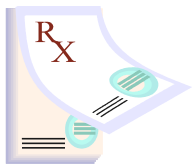
[www. Oldhallsurgery.co.uk](http://www.Oldhallsurgery.co.uk)

Just go to Repeat Prescriptions and follow the instructions

ALTERNATIVELY

You can order by e-mail - Please ask at reception for details

If you are ordering from the Website please ensure that you use the name of your medication from your repeat list and not the pack or bottle. **If you need an up to date list of your repeat medication please ask at reception.**



ORDERING PRESCRIPTIONS FROM THE CHEMIST

Please ensure that you give a weeks notice if you are ordering your prescriptions from the Chemist.



TELEPHONE CALLS REGARDING PRESCRIPTIONS

The practice is receiving an increasing number of telephone calls from patients and chemists asking if prescriptions are ready for collection. This has been stopping more urgent calls coming through to the practice.

Please be aware that from 1st October 2010 we will no longer check if a prescription is ready for collection. All prescription requests take 48 hours (2 days) to process and through the chemist usually 96 hours (4 days). SEE ABOVE if you have internet access



INFLUENZA VACCINES - BE PROTECTED

GET YOUR VACCINATION NOW – ASK AT RECEPTION FOR AN APPOINTMENT

It's that time of year again and we thought we would give you an insight on why you should consider being vaccinated.

Influenza often referred to as "flu" is an extremely contagious respiratory infection caused by type A, B or C viruses. The flu virus appears most frequently in winter and early spring and attacks the body by spreading through the upper and/or lower respiratory tract.

Infections with influenza are usually more severe than those with other respiratory viruses and involve a combination of respiratory (cough, sore throat) and constitutional (fever, headache, muscle aches) symptoms. In older adults and people with a range of pre-existing medical conditions, influenza infections can lead to serious and even life threatening complications. A notable feature of influenza is that repeated infections can occur throughout life.

There are two types of virus which is of public health concern. These are types A & B which are continually changing by mutation to produce new strains of the virus. The world health organisation continually monitors the changes that occur in Influenza viruses and keep updating the formulation of influenza vaccines. Their recommendations suggest if you have any of the following medical conditions then it is important that you have a flu vaccination to protect you against flu.

Diabetes - Asthma - Heart Disease - Chronic Liver Disease
Or if you have had a transplant

It is also recommended if you are over 65 years of age and if you are a Carer.

Please telephone the surgery or ask at the reception desk to make an appointment.



PNEUMONIA VACCINATIONS

We also have the Pneumonia Vaccination available to patient's over 65 years of age, if you are interested in having this vaccination, we may be able to give this at the same time as the flu vaccination. Please make an appointment at reception, mentioning that you would like to have both vaccinations together.



CHANGING PHONE NUMBERS

Don't forget to keep us informed if you change your mobile phone number or house phone. The surgery needs these numbers just in case we need to get hold of you urgently.

ANONYMOUS CALL BARRING

Do you have call barring at home?

The practice is unable to contact you if you do.

You may wish to think about adding the surgery number to your preferred list.



STOP SMOKING SUPPORT - CHANGES

If you would like help and support to stop smoking, we hold "Stop Smoking Clinics" at the surgery.

You can make an appointment in one call on the FREE phone number (see below). Please use any of the other following methods of accessing the service.

| | |
|------------|--|
| Freephone: | 0800 043 5134 |
| Text: | quit4good to 60777 |
| Email: | quit@quit4good.org |
| Visit: | www.quit4good.org |



Dressing clinic

Open Monday to Friday 8.30am to 4pm

For dressings removal of stitches and wound care

Phone 07799 643247

please make sure you have your nhs number when making the appointment



DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden” looking after a family member or helping a friend or neighbour with their day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24 hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by the way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a carer, you are also entitled to have your needs assessed by Adult Care Services. A carer assessment is a chance to talk about your needs as a carer and the possible ways of help that could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

If you are a carer, please take one of our Carer Packs (in the holder on top of the fish tank).

Self check in Arrival System



The reception area can be busy especially first thing in the morning which can lead to a delay in booking in for your appointment.

To help improve the flow through reception the practice now has an automated arrival system which is in the waiting room.

Patients will be able to register their arrival by entering basic personal data on the screen and confirming their appointment time.

This will free up reception staff to deal with other queries and issues

Sick notes

Patients don't need a GP's certificate of absence if they are off work for less than seven days, as they can self-certify for the first seven days. Self certificates are on the fish tank in the waiting room



CONTRACEPTIVE IMPLANTS

We have introduced a new contraceptive service at the Practice. Dr Birch, Dr Griffiths and Dr Nadaph are now able to fit the contraceptive implant – Implanon.

Implanon is an excellent method of contraception. It consists of a small tube (about the size of a hairgrip) which is inserted just under the skin on the inner surface of the upper arm. It contains the hormone progesterone which is gradually released over a period of 3 years. The progesterone works mainly by stopping ovulation; it also thickens the "mucus plug" in the cervix and thins the lining of the womb. It is over 99.9% effective.

There are many advantages to using the implant which include:

Not taking the pill everyday

It does not interfere with sex

It can be used whilst breastfeeding

There is a rapid return to pre-existing fertility after removal

Lighter periods

The release of progesterone will usually cause changes to the pattern of periods. During the first year it is common to have irregular bleeding and sometimes periods are heavier and longer than before. Periods usually settle back to a regular pattern after this time but may remain irregular. 20% of women with the implant will have no bleeding at all.

The implant is effective for 3 years after which it can be replaced. It can be removed at anytime during the 3 years if necessary.

If you are interested in finding out more about the implant, please make an appointment with Dr Birch, Dr Griffiths or Dr Nadaph.

Other methods of Long Acting Contraception

Contraceptive injection

Over 99 per cent effective. Less than 4 women in 1.000 will get pregnant over 2 years. It releases the hormone progestogen which stops ovulation, thickens cervical mucus to prevent sperm reaching an egg and thins the lining of the uterus to prevent a fertilised egg implanting.

Depo-Provera Lasts for 12 weeks. Your periods may stop, be irregular or longer.

Your periods and fertility may take time to return after you stop using the injection.

Intrauterine device (IUD)

Over 99 per cent effective. Less than two women in 100 will get pregnant over five years. Older IUDs have less copper and are less effective.

A small plastic and copper device is put into the uterus. It stops sperm reaching an egg, and may also stop a fertilised egg implanting in the uterus.

Can stay in 5–10 years depending on type but can be taken out sooner.

Your periods may be heavier or longer or more painful.

When the IUD is removed your fertility will return to normal.

Intrauterine system (IUS)

Over 99 per cent effective. Less than one woman in 100 will get pregnant over five years.

A small, T-shaped plastic device, which releases the hormone progestogen, is put into the uterus. This thickens cervical mucus to prevent sperm reaching an egg, thins the lining of the uterus to prevent a fertilised egg implanting, and may stop ovulation.

Works for five years but can be taken out sooner.

Your periods usually become lighter, shorter and sometimes less painful. They may stop altogether.

When the IUS is removed your fertility will return to normal.

Find out more about all these methods from

<http://www.fpa.org.uk/Helpandadvice/Contraception/LongactingreversiblecontraceptionLARC>

If you would like any further information on any of the above please make an appointment with the Doctor or Nurse.

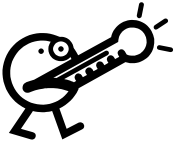


Please Note - Patients who attend early for their appointment will not be seen until their appointment time.



PRACTICE NEWSLETTER

We would be interested to hear from anyone who has any comments or suggestions for our next Practice Newsletter.



COUGHS COLD AND FLU

Most coughs colds and flu are caused by viruses. Many different viruses can infect the nose and throat. They are passed on through coughing and sneezing the virus into the air. Sometimes several coughs and colds occur one after the other. The symptoms tend to worsen in first 2-3 days and gradually ease over the next few days after that. Coughs may linger once the other symptoms have gone.

COMMON SYMPTOMS

- Blocked (congested) nose
- Runny nose or sneezing
- Generally unwell and tired
- High temperature
- Hoarseness and coughing
- Mild sore throat
- Headache
- Off food
- Sweats
- Muscle aches
- Feeling sick

Please note: **Antibiotics do not kill viruses**, so they are of no use for coughs, cold and flu like illness.

The most useful treatments are:

Have plenty of fluids

Don't wrap up – stay cool

Paracetamol (Calpol for children) – this eases aches and pains, headaches and fever. Ibuprofen or Aspirin (not to be given to children under 16) as an alternative.

You can buy many “cold remedies” from your Local Pharmacy. Please speak to the Pharmacist if you have any questions about taking any medication.

If any symptoms develop that may be of concern to you – Please make an appointment to see the Doctor.