

Welcome to Bilsthorpe Surgery Newsletter

MISSED APPOINTMENTS

DNA STATISTICS

December 2015

Appointments missed:

Nurses: 17

Doctors: 25

Time wasted: 8 hours 40 mins

January 2016

Appointments missed:

Nurses: 33

Doctors: 27

Time wasted: 12 hours 45 mins

February 2016

Appointments missed:

Nurses: 38

Doctors: 29

Time wasted: 14 hours 35 mins

Please inform us as soon as possible if you cannot attend a pre-booked appointment so we can offer it to other

OPEN ACCESS CLINIC

As most of you probably know we are running an Open Access Clinic each morning, which will be run by our duty Doctor on the day.

We ask patients to arrive between 10:00am and 11:00am and patients will take their turn in order of arrival. Patient's will book in at the reception desk and we do request a brief description of why you are attending in order to allow patients to be seen by the first available appropriate clinician.

This clinic can be used for test results, medication reviews or as an emergency on the day appointment. It is only suitable for one problem per attendance.

This clinic has been running for a number of months now and early feedback from patients was mainly positive. We did look at all feedback and all comments were discussed at Practice Meetings. Following these discussions it was clear because of the number of patients attending sometimes waiting times could be lengthy. As a result, we now give you a token stating the approximate consultation time and if it is convenient for you to go home we suggest you arrive back at the surgery 20 minutes prior to your appointment.

Please be aware that some days have proved busier than others. Monday mornings have been especially busy so if your problem is less urgent it may be worth attending this clinic later in the week.

Also, did you know our Nurses, Glenys and Elisabeth are able to see you for minor illnesses—see list below— and are able to prescribe if appropriate.

Sore throat, Ear ache, Colds & Coughs, Acute asthma, Hay fever, Epistaxis, Sore eye, Conjunctivitis. Styes, Rash, Eczema, Warts, Verruca, Insect bites and stings, Water Infections, Haemorrhoids, Vaginal discharge, Emergency contraception, Minor injuries—sprains etc.

We would be grateful if you could book a routine appointment when possible.

If you are attending the open access clinic and would like to leave us any feedback which could improve this service, then please ask at reception for a form to complete.



Please remember that the Chemist can advise you on many minor medical problems.

Back Pain - Back pain can usually be avoided if you look after your back. When lifting, bend the knees, keeping the back straight. It is bad for you to lift with your back bent, especially if you are twisting your body. If you develop back pain try to keep mobile, sit as upright as possible with firm support for the small of your back or lie down flat on a firm bed. If your bed is not firm, lie on the floor. Pain killing tablets can help to ease the pain. See your GP if you have persistent back pain, especially children, the elderly or the pain goes into the leg.

Verruca - These are a nuisance but are not dangerous. Often no treatment is required since the condition will go away by itself. If it is painful it can be treated, the chemist can usually help you. There is no need to avoid swimming. A new popular treatment is to keep the verruca covered with duct tape. The method is easy to find on the internet and is as effective as any prescription.

Coughs - An irritating cough can be soothed by cough medicine from the chemist. Avoid tobacco smoke. Most coughs are caused by a virus infection and get better by themselves in 2—3 weeks. See your GP if the cough lasts over 3 weeks, you are short of breath or cough blood.

Sprains - First apply a cold compress for 15 to 30 minutes. A bag of frozen peas is ideal for this. This will reduce the blood flow to the area and therefore minimise bruising and swelling. Apply a crepe bandage. Rest until discomfort settles down. If possible keep the sprained joint raised. This will make it more comfortable and less swollen. If the swelling and pain get worse it may be advisable to see your GP..

Nose Bleeds - Sit in a chair, lean forward over a bowl with your mouth open. You should pinch the fleshy mobile part of your nose just below the bony bridge. It is useless to pinch the bridge itself. Keep your nose pinched for approximately 10 minutes. Try not to wipe or clean your nose as bleeding might start again. Recurrent nose bleeds can often be solved by regularly applying Vaseline to the nose, if the bleeding persists contact your GP.

Burns - Apply large quantities of cold water to the affected area until the pain subsides. This might take about 15 minutes. If the burn is larger than 4 -5 inches in diameter or if the skin is broken, please seek advice straight away from the nurse.

Insect Bites & Stings - Antihistamine tablets such as Piriton or soothing creams can be bought from the chemist for this. This should usually relieve the symptoms in a few days.

Head Lice - Medicated lotion can be obtained from the Chemist to treat this if necessary. Please contact your Health Visitor for advice.

High Temperature - Children and adults can have high temperatures for many reasons. In children the usual cause is viral infections like colds. Children will be miserable and off their food. People with high temperature may also feel cold and shiver, but in fact you will feel that they are hot if you touch their forehead or back of the neck. They will be much more comfortable if they can cool down, wear light clothing (only a nappy and vest in small children) Give Paracetamol (such as Calpol or Disprol) at the recommended dosage. A feverish person needs plenty of cool drinks. See your GP if a child's temperature lasts 5 days or they seem particularly unwell, for example — vacant, short of breath or not drinking.

Diarrhoea & Vomiting - In adults and older children — it is usually caused by viruses and will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the stomach and bowels by avoiding solids for two to three days. You must have plenty of fluids. This can be in the form of plain water, flat cola drinks (not diet cola) or other clear fluids. If the motions consist of blood or if you have a high temperature, please seek advice. In babies and young children — these symptoms need careful attention. Most babies have sudden loose bowel action during the first six months due to a predominately liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the child off solid feeds. Give them only plain water, breast milk if breast feeding or rehydrating solutions like Diorlyte or Rehydrate They can be obtained at the chemist. If your child is not drinking and not passing much urine and symptoms persist, especially if accompanied by vomiting over 24 hours, always seek advice.

Colds, Sore Throats & Flu -These are usually caused by viruses. Antibiotics are of no help. Rest —in bed first Fluids — have plenty of hot or cold drinks. Paracetamol — reduces temperature and helps aches and pain Decongestant - may help symptoms. Can be obtained from the chemist, but see your GP if short of breath.

Threadworms - These usually affect children and are spread very easily. Worms can be seen in the motion and can also cause an itch around the anus, especially during the night-time. Treatment can be obtained from the chemist.

TOP TIPS FOR HEALTHY EYES



© Geo Images / www.GlobeOf.com/11805

Know your family history - if your family has a history of eye disease or another condition which can affect the eyesight such as glaucoma or diabetes, make sure you go for regular eye examinations and regular physical checks. Any such history could increase your chance of developing sight-threatening diseases.

Be aware of symptoms - If you experience any blurred vision, double vision, partial loss of vision, a shower of floaters or spots, a sensation of a dark curtain falling across the eyes, pain, blind spots, cloudy and blurred eyesight, "halos" around lights at night time and loss of bright colour vision, seeing wavy instead of straight lines visit an optician or doctor immediately as they could be an indication of a serious condition.

Eat your greens, take regular exercise and shade eyes from the sun - wear a hat with a brim, or sunglasses, which block UV light to help reduce the risk of cataracts and other eye damage.

Give up smoking - smoking reduces protective antioxidants in the eye and damages its structure.

Get your eyes tested - we recommend having your eye tested at least every two years. Not only does this keep your prescription up to date, it can also detect the signs of eye conditions and some general health issues. Early detection will give you the best chance of maintaining good eye health as you get older.

TEENAGE CLINIC



You can drop in from 4-4:30 on Tuesdays to see the nurse.

We can offer free advice about your health and other issues like relationships, feeling low, eating, periods, exercise, drugs, bullying, contraception, smoking, stress, c-card, travel health advice, self image.... Or anything else you might want to talk about. If we can't help you, we will help you find the right person who can.

You can come alone, bring a friend for support or bring a relative.

We offer a confidential service—that means we won't tell people about your visit if you don't want us to. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. If that happens, we would always try to talk to you about it first.

And, of course, you can still make an appointment to see the GP or nurse at other times.

Some websites you may find useful:

www.nottinghamshiresexualhealth.co.uk— details of local sexual health services & advice about contraception, relationships & sexuality.

www.talktofrank.com — advice for young people about drugs & Alcohol

www.nidas.org.uk— help for young people & women experiencing domestic violence

www.childline.org.uk— Counsellors available to help children and young people

We are on the web!

Visit:

www.bilsthorpesurgery.co.uk

March 2016

Patient Participation Group

Bilthorpe Surgery is eager to ensure that local people are actively involved in deciding how the health services they use should develop. To provide patients with the opportunity to express their views, we have set up a Patient Participation Group.

The aim of the Patient Participation Group is to give patients, GPs and practice staff an opportunity to meet, to exchange ideas and information, and then to take action. Our group's activities typically include consulting with patients on their experiences and their views on how services could be changed or improved; producing a newsletter to keep patients up to date on the activities of the group and the services that the practice offers – and much more!

Interested in getting involved?

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients. Our group generally meets every three to four months at the practice. For further information about the group, please contact the Practice Manager.

Got something to share? Then let us know.....

If you run a local project, group or network, and want to share your activities or events with our patients then let us know and we will include this in our newsletter and in the Practice.

