

GREENSIDE MEDICAL PRACTICE

NEWSLETTER

SPRING 2016

Welcome to the Spring Edition of our Newsletter. We hope you find it useful and interesting. Please let us know if there are any items you would like included, and this will be considered.

Practice News

PATIENT TALK

The Patient Participation Group has organised a Patient Talk on the topic of 'Asthma & Chronic Obstructive Airways Disease'. This is scheduled for Tuesday 24th May 2016 from 7.30pm to 8.30pm at the Lennard Road site, 26 Lennard Road, Croydon CR0 2UL. It will be presented by Dr Vegasana assisted by Practice Nurse Helen Ravetto. Please come along and bring a friend – we are sure you will find it very interesting and informative.

STAFF CHANGE

In the Winter we said 'goodbye' to Rachel Burn our Nurse Practitioner. Our Lead Practice Nurse is now Cheryl Go, who many of you will have already met. Dr Uzma Shariff has also left us and we are currently in the process of recruiting a Doctor to take her place.

PROTECTED LEARNING AFTERNOON

All staff recently attended an extremely informative Prescribing Update. Here are some interesting facts that emerged from the meeting:

- We spend a staggering £43 million per year on medicines in Primary Care (GP Services) in Croydon.
- Medicines to the value of over £20 million are not taken as prescribed. This can result in the condition not being treated properly.
- In Croydon we spend over £30,000 per year to destroy returned medicines.

A National priority is to target the amount of antibiotics being prescribed as there are concerns about resistance. Antibiotics do not help combat most colds or coughs, but if you are prescribed a course of antibiotics, the course must be completed to be at its most effective.

PATIENT ONLINE

Patient Online will help you to take greater control of your health and wellbeing by increasing online access to services. You can now:

- **Book appointments online**
- **View your GP record online**
- **Renew prescriptions online**

For more information on how to register for online services, please talk to our Reception Staff.

PHARMACY FIRST

Please be aware that your Pharmacist is a highly qualified professional and someone you can always ask for advice on minor ailments. If necessary, the Pharmacist will be able to point you in the right direction if you need further medical advice. Patients eligible for free prescriptions will also receive them free from the Pharmacist. In some cases a chat with the Pharmacist can prevent a long wait for a doctor's appointment and patients should always seek the advice of a Pharmacist before attending A&E with a minor ailment.

HEALTH NEWS

HAYFEVER SEASON:

Spring is here! But the onset of Spring can bring hayfever and other allergies. Hayfever is a common allergic condition that affects up to one in five at some point in their life. Symptoms include sneezing, a runny nose and itchy eyes, caused by an allergic reaction to pollen. There is no cure for hayfever but most people are able to relieve the symptoms with treatment, at least to some extent. Obviously, avoiding exposure to pollen would be an effective way to control hayfever - however this is very difficult when it is the season for spending more time outdoors.

Treatment for hayfever can include antihistamines, which can help prevent the allergic reaction, and corticosteroids, which can help reduce levels of inflammation and swelling. Over-the-counter medication can also be bought to help control symptoms and your Pharmacist can advise on the best ones for your needs. If, however, your symptoms worsen, the best course of action is to see your GP as a prescription may be required.

Air pollution can also be a factor in triggering hayfever symptoms, including breathing problems. This is particularly worrying for elderly people and those suffering from COPD (Chronic Obstructive Airways Disease). Even younger people who are relatively fit should be more cautious when exercising if pollution levels are registered as high.

SIX REASONS TO VISIT YOUR PHARMACY:

1. Check your inhaler technique.
2. Discuss your concerns – for example, if you are worried about side-effects or are unsure how your medicine is helping.
3. Helping to adjust to new medicines – your pharmacist should be able to help you iron out any problems you are having.
4. Supporting you to stop smoking. Using medicine to help you quit can significantly improve your chances of giving up smoking and your Pharmacist may be able to advise you on these, as well as providing information on local stop-smoking courses and services.
5. Helping you manage hayfever. This will help reduce your risk of an asthma attack.
6. Offering weight management support. Some research shows that being overweight may make asthma worse. Ask your Pharmacist if they can suggest local courses, products and tips to help you lose excess weight.

DIABETES WEEK:

Diabetes Week runs from June 12th to 18th 2016. Diabetes UK is aiming to set the record straight about diabetes. During the event the charity will be uncovering the truth about diabetes – what it is like to live with it every day and the things you wish you had known about living with the condition. If you have recently been diagnosed with diabetes the charity has a free book called ‘100 Things I Wish I Had Known About Living With Diabetes’, written by people living with the disease for those who have diabetes, their families and their friends. Order your free copy by calling Diabetes UK on 0800 035 5626. To find out more about Diabetes Week visit

www.diabetes.org.uk/Get_involved/Diabetes-Week/

ACCIDENT & EMERGENCY APPOINTMENTS IN THE UNDER-17s:

Between October 2015 and March 2016 there were 524 patients under the age of 17 attending the Accident & Emergency Department from Greenside Group Practice alone. On closer analysis, 181 (34.5%) of these attendances could potentially have been avoided based on the time and reason for attendance. Parents are being advised to contact their GP surgery prior to taking their child to the A&E Department. This would avoid any unnecessary wait in the A&E Department for problems which could well be addressed by community services. Also it would ensure the appropriate use of all available health resources, allowing A&E Departments to focus on more serious, possibly life-threatening presentations.

Dr Jasel Patel

Don't just go to A&E...

You could get quicker treatment closer to home

- Greenside Medical Practice 020 8240 0072
- Lennard Road Practice 020 8680 2270
- GP Walk-in Centre, Edridge Road Health Centre – 020 30400800
- Minor Injuries unit, Parkway Health Centre, New Addington, CR0 0JA
- Emergency Dental Service (Croydent) – 0845 000 4567
- Emergency Contraception – 020 8714 2861
- NHS out of hours number – 111
- The local pharmacies can treat minor ailments
- NHS direct – [www.nhsdirect.nhs/
uk](http://www.nhsdirect.nhs.uk)

NON ATTENDANCE FOR APPOINTMENTS

The number of patients who failed to keep their appointments during April 2016 was

210

These missed appointments consisted of 128 with a GP, 41 with a Nurse, 36 with a Health Care Assistant and 5 with a Midwife.

IT IS IMPORTANT THAT YOU LET US KNOW IF YOU NO LONGER REQUIRE A CONSULTATION SO YOUR APPOINTMENT CAN BE USED FOR SOMEONE ELSE.

www.greensidemedicalpractice.co.uk