

GREENSIDE MEDICAL PRACTICE

NEWSLETTER

SUMMER 2018

Welcome to the Summer 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

STAFF NEWS

Greenside Group Practice is delighted to announce that Dr Louise Newlands is currently on maternity leave having given birth to a baby boy in May.

Since the last news letter we have recruited 2 new members of the reception team Rita and Christina.

Congratulations to Dr Ladan who has now passed her final exams and completes her year with the surgery at the end of July. In August we will be welcoming a new trainee doctor, Dr Charlotte Cowdy who will be with the surgery for 6 months.

GP HUBS

There are three 'GP Hubs' across the borough to treat children and adults with urgent care needs. The new 'Hubs' are open for longer hours every day, and offer more services to treat both minor injuries and minor illnesses.

People should call NHS 111 for an assessment to book an urgent appointment at a GP Hub. The hubs also offer walk-in services, but the NHS is encouraging people to 'phone before you go' to make sure they access the most appropriate service for them.

NHS 111 is staffed by highly-trained health advisors to direct people to the best medical care depending on their symptoms – including the GP Hubs where appropriate. NHS 111 is available 24 hours a day and is free to call from landlines or mobiles. Appointments at any of the new GP Hubs will be available to people living and working in Croydon if they are unable to get an appointment with their own GP.

NHS'S 70TH BIRTHDAY

On Thursday 5th July the NHS turned 70. The birthday was an opportunity to say a special thank you to all the staff and volunteers, and to recognise their hard work and commitment. It's was also an opportunity to: look back over the last 70 years and recognise the NHS's key milestones and achievements; outline our plans for the future including new technology and other innovations; and, to have a conversation about the challenges we face.

HEATWAVE – PRECAUTIONS

Below are some tips which you may find useful during the hot weather:

- Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers, and splash yourself with cool water.
- Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- Listen to alerts on the radio, TV and social media about keeping cool.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing, sun cream and a hat and sunglasses if you go outdoors.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.

CONDITIONS THAT SHOULD BE TREATED WITH OVER THE COUNTER MEDICATIONS (OTC'S)

The following conditions are considered self limiting or minor illness and GP's may not issue prescriptions. Exceptions will be long term conditions, complex minor illness and where the GP feels that self care is not appropriate:

- Acute sore throat
- Infrequent cold sores of the lip
- Conjunctivitis
- Coughs/colds/nasal congestion
- Cradle cap (infants)
- Haemorrhoids
- Infant colic
- Mild cystitis
- Mild irritant dermatitis
- Dandruff
- Diarrhoea (adults)
- Dry eyes/sore (tired) eyes
- Earwax
- Excessive sweating (hyperhidrosis)
- Head lice
- Indigestion and heartburn
- Infrequent constipation
- Infrequent migraine
- Insect bites and stings Mild acne
- Mild dry skin

SHINGLES VACCINATION

Shingles is a condition that is caused by the reactivation of the chickenpox virus. 90% of adults raised in the UK have had chickenpox, although not everyone may recall having it. If you have had chickenpox then you are at risk of developing shingles. The current age eligibility is 70 – patients born before 01/09/1942 and patients between 78 – 79. Please contact the surgery to make an appointment with the Healthcare Assistant if you would like to have the vaccination.

For more information you can visit www.shinglesaware.co.uk

PATIENT ON LINE SERVICES AND THE I LOVE MY GP APP

If you would like to book your appointments on line you are able to do this in 2 ways.

Patient on line services (POS), a form is available at reception or by downloading the I love my GP app at www.mygp.io/app. With both services you are able to book and cancel appointments and with POS you can order your prescriptions. Please speak to reception if you have any questions regarding either service.

FLU SEASON

Flu vaccinations will be in stock from the end of September and the practice will be contacting eligible patients to invite them in.

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
- 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

NON ATTENDANCE FOR APPOINTMENTS

The Practice DNA rate (Did Not Attend for an appointment) is increasing. The number of people who did not attend their appointment in June was

205

Every month, many hours of doctor and nurse appointments are wasted simply because patients have failed to turn up or cancel in advance.

Please, please, contact the surgery if you are unable to attend for your appointment – this will then be used for another patient. If you do not receive text reminders please notify reception.