

# GREENSIDE MEDICAL PRACTICE

**NEWSLETTER**

**WINTER 2015**

Welcome to the Winter 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.

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## Practice News

### NEW STAFF

Greenside Medical Practice is delighted to welcome two new members to the team – our Registrar Dr Jasel Patel and also Dr Uzma Shariff, our new Salaried GP.

### PROTECTED LEARNING AFTERNOON

All staff recently attended an extremely interesting ‘Dementia Awareness’ afternoon. Most people know someone who is suffering from this condition. If you would like to obtain more information / support, the following organisations are there to help:

**DEMENTIA CONNECT**

**AGE UK**

**AZTEC CENTRE – BOULOGNE ROAD**

### NEW CHAIRS

We hope our Greenside patients have noticed our new chairs in the waiting room – a long overdue improvement!

# Health News:

## VERY COLD WEATHER

**Tips to keep you, your family and those around you warm in extremely cold weather:**

- Draw your curtains and keep your doors closed to block out draughts..
- Have regular hot drinks and eat at least one hot meal a day if possible. Eating keeps your energy levels up during winter.
- Wear several layers of warm clothes.
- Keep as active in your home as possible.
- Wrap up warm and wear shoes with a good grip if going outdoors.
- If you have reduced mobility, are aged 65 or over, or have a health condition such as Heart or lung disease, you should heat your home to at least 18C including at night.
- Check up on friends, relatives and neighbours who may be more vulnerable in cold weather, particularly those suffering from heart or breathing problems.

## COUGHS & COLDS

### Main Symptoms

- Sore throat
- Blocked or runny nose
- Sneezing
- Cough

### **THERE IS NO CURE FOR THE COMMON COLD BUT YOU CAN RELIEVE THE SYMPTOMS BY**

- Resting, drinking plenty of fluids and eating healthily.
- Taking over-the-counter painkillers to reduce fever or discomfort.
- Using decongestant sprays or tablets to relieve a blocked nose.
- Trying remedies such as gargling with salt water and sucking menthol sweets.

**SPEAK TO YOUR PHARMACIST FOR ADVICE IF YOU ARE UNSURE WHICH MEDICATIONS WOULD BE BEST FOR YOU.**

## **COLDS ARE USUALLY MILD AND SHORTLIVED SO THERE IS USUALLY NO NEED TO VISIT YOUR GP UNLESS:**

- Your symptoms persist for more than three weeks.
- Your symptoms gets suddenly worse.
- You have breathing difficulties.
- You develop complications such as chest pain or coughing up bloodstained mucus.

## **YOU CAN ALSO PHONE 111 FOR ADVICE**

### **FLU SEASON**

**Flu vaccinations are now in stock at the practice and many of you have already received a text message or had a call from our Receptionists asking you to book an appointment. If you are eligible for this vaccination, please contact the Surgery and arrange an appointment.**

## **Family & Friends Feedback**

The Practice really values your feedback about the service we offer and whether you would recommend us to other people. If you can take the time, please complete a Friends and Family form after your consultation – **your feedback is very important to us.**

## 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 Practice DNA rate (Did Not Attend for an appointment) continues to gradually increase. The number of people who did not attend their appointment in October was

**242**

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.**