



*Summer Newsletter*  
2013

**Dr Jonathan Pearce**

**Dr Sarah Newey**

**Dr Alex Brennan**

**The Surgery, Stone Drive, Colwall, Malvern. WR13 6QJ**

**What to do in a Heatwave**

Stay out of the heat:  
 Keep out of the sun between 11am and 3pm  
 If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf  
 Avoid extreme physical exertion  
 Wear light, loose-fitting cotton clothes  
 Cool yourself down:  
 Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks  
 Eat cold foods, particularly salads and fruit with a high water content  
 Take a cool shower, bath or body wash  
 Sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck  
 Keep your environment cool:  
 Keep your living space cool is especially important for infants, the elderly or those with chronic health conditions or who can't look after themselves  
 Place a thermometer in your main living room and bedroom to keep a check on the temperature  
 Keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped  
 Close Curtains that receive morning or afternoon sun. However, care should be taken with metal blinds and dark curtains, as these can absorb heat  
 Turn off non-essential lights and electrical equipment—they generate heat  
 Keep indoor plants and bowls of water in the house as

Water .evaporation helps cool the air.  
 If possible, move into a cooler room, especially for sleeping  
 Electric fans may provide some relief, if temperatures are below 35C  
 Consider putting up external shading outside windows  
 Keep an eye on isolated, elderly, ill or very young people and make sure they are able to keep cool  
 Ensure that babies, children or elderly people are not left alone in stationary cars  
 Check on elderly or sick neighbours, family or friends every day during a heatwave  
 Be alert and call a doctor or social services if someone is unwell or further help is needed.  
 Keep medicines below 25C or in the fridge (read instructions)  
**If you or others feel unwell:**  
 Try to get help if you feel dizzy, weak, anxious or have intense thirst and headache; move to a cool place as soon as possible and measure your body temperature  
 Drink some water or fruit juice to rehydrate  
 Rest immediately in a cool place if you have painful muscular spasms (particularly in the legs, arms or abdomen, in many cases after sustained exercise during very hot weather), and drink oral rehydration solutions containing electrolytes  
 Medical attention is needed if heat cramps last more than one hour  
 Consult your doctor if you feel unusual symptoms or if symptoms persist.

**Hay Fever Advice**

Hay fever is an allergy that is caused by pollen or spores. It can affect the nose, sinuses, throat and eyes. The symptoms of hay fever occur as the immune system reacts to the pollens, and it is most common between the months of March to July. The most common symptoms of hay fever include: runny and itchy nose, blocked nose, sneezing, itchy and watery red eyes and an itchy throat. There are other less common hay fever symptoms such as: loss of smell, face pain, sweats and headaches. You may also find that any respiratory conditions that you already have, such as asthma, worsen during this period of time.  
 It is impossible to avoid pollen and spores in the atmosphere, however keeping an eye on the news, internet and TV can help as they often publish the pollen counts. On the worst days try to avoid your exposure to pollen by staying indoors. It is also best to avoid cutting the grass or going into large grassy areas, and keeping car windows closed is always helpful.  
 The best treatment for hay fever can be purchased in the pharmacies: antihistamines. These come in many different forms such as sprays, tablets and eye drops. Visit your pharmacy for advice, and if they think it necessary they will redirect you to your GP

## TRAVEL

If you are thinking of travelling abroad over the summer you may need to talk to the nurse who can advise you on any vaccinations you may need, and also provide information on the risks present in the area you are travelling to. Please note that some vaccinations are not provided with the NHS, and are given as part of a private service run by the surgery, so therefore do incur charges. You may also need to be prescribed items on a private prescription, such as Malaria tablets, which will incur a charge for the issue of a private prescription item. Details of our charges can be found on the wall of the reception area.

**PLEASE MAKE SURE YOU FILL IN A TRAVEL FORM AND RETURN IT TO THE SURGERY AT LEAST 3 MONTHS BEFORE YOU ARE DUE TO TRAVEL.** Some courses of vaccination can take up to 3 months to complete, so if you leave it until the last minute you may not be fully protected before you travel.

Travel forms are available on our website or from the reception desk, and once you have filled in a form we ask that you contact the surgery after 10 days and once of the receptionists will be able to advise you if you need to make an appointment to see the nurse for any vaccinations.

## Welcome our New Member of Staff

On 10th June 2013 Julie John will be joining our team as our new Phlebotomist. Julie will initially be working with our Nurses Lesley and Heather whilst she is training. Once she has finished her training she will be working on a Monday, Tuesday, Thursday and Friday morning.

## Wasted Appointments for the Doctors and Nurses

In July despite having booked them, there were appointments not used by patients. This figure amounts to over **2 days** of clinical time wasted. If you are unable to attend an appointment you have booked with either the Doctor or a Nurse please telephone the surgery to cancel it as we are often able to fill these appointments at very short notice.

## Appointment confirmation by Test Message

We can now send a text message directly to your mobile phone when you make an appointment. You will then be sent a further text message 48 hours before to remind you of your appointment.

The receptionists will therefore be asking you for your mobile phone number. Should you not wish to receive text messages please inform one of the receptionists

## QUICK CONTACT GUIDE

**Colwall Surgery:** 01684 540323

**NHS 111 (Out of Hours Service):** 111

**NB: this number replaces Primecare & NHS Direct**

**District Nurses Team:** 01531 638414

### Minor Injuries Unit (MIU)

Ledbury: 01531 632488

Malvern: 01684 612619

### Walk-in-Centre

Hereford (Asda): 0330 123 9309

Worcester: 01905 879100

### Hospitals:

Alexandra Hospital Redditch: 01527 503030

Gloucester Royal Hospital: 01452 528555

Hereford:County Hospital: 01432 355444

Ledbury Community Hospital: 01531 632488

Malvern Hospital: 01684 612619

Worcester Royal Hospital: 01905 763333

## Carers — Do you look after someone who is ill, frail, disabled or mentally ill?

If **'yes'** then you are a carer and we would like to support you.

Please ask one of our receptionists for a form to complete telling us that you are a carer and who you care for. If you are agreeable, we can pass your details onto Herefordshire Carers Support or Worcestershire Association for Carers, which are countywide organisations providing relevant information advice and local support services for carers. Alternatively you can contact them directly on the telephone numbers below.

We could also refer you, with your permission, to have your needs assessed by Adult Care Services, which is part of the Social Services. A Carers Assessment is a chance to talk about your needs as a carer and the possible ways that help could be given. It can also look at the needs of the person you care for. Also, as a carer, you are also entitled to a 'flu jab' as part of the annual flu campaign, so please do make an appointment with the nurse.

## Proper Use of A&E Departments

You may have seen in the news recently the problems A&E departments are facing with increasing numbers of patients attending for ailments that should be treated at their doctors surgery. We would like to clarify exactly when you should attend and A&E Department

There are over 21 million attendances at accident and emergency (**A&E**) departments each year.

A&E departments assess and treat patients with **serious injuries or illnesses**. Generally, you should visit A&E or call 999 for life-threatening emergencies, such as:

- **loss of consciousness**
- **acute confused state and fits that are not stopping**
- **persistent, severe chest pain**
- **breathing difficulties**
- **severe bleeding that cannot be stopped**

If an [ambulance is needed](#), call 999, the emergency phone number in the UK. You can also dial 112, which is the ambulance number throughout the European Union.

Major A&E departments offer access 24 hours a day, 365 days a year, although not all hospitals have an A&E department. At A&E a doctor or nurse will assess your condition and decide on further action.

If it is not an immediate emergency then call NHS Direct on 0845 4647 or call [NHS 111](#) if it is available in your area. Both are available 24 hours a day, seven days a week, and can provide [medical advice](#) and advise you on the best local service to offer the care you need.

Less severe injuries can be treated in [minor injuries services](#) and [NHS walk-in centres](#), which can treat patients without an appointment.

For illnesses that are not life threatening you should first contact [your GP surgery](#). Outside of normal surgery hours you can still phone your GP, but you will usually be directed to an [out-of-hours service](#). The out-of-hours period is from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays. During out-of-hours periods you can also call NHS Direct or NHS 111, if available in your area.

## More information on services other than A&E departments that offer emergency and urgent care:

- Minor injuries units (MIUs) offer assessment and treatment for minor injuries such as sprains and strains.
- At NHS walk-in centres you can see an experienced nurse or doctor (although not all centres have a doctor) without an appointment. They offer advice, assessment and treatment for minor ailments and injuries such as cuts, bruises, minor infections, strains and skin complaints.
- GP out-of-hours service A GP is always available from 6.30pm to 8am weekdays and all day weekends and bank holidays. The organisation providing the service varies in different areas so check first with your local surgery or your primary care trust (PCT), or your Clinical Commissioning Group from 1 April. When your local GP surgery is shut, an answerphone message will give you the contact details for the out-of-hours service.
- If clinically necessary, out-of-hours dental treatment is also provided by your PCT or your Clinical Commissioning Group from 1 April.
- Contraception [Emergency contraception](#) can stop you becoming pregnant after having unprotected sex. Two methods are available, the 'morning after' pill and the copper intrauterine device (IUD). The pill can be taken up to 72 hours after sex and is available free from your GP and most family planning clinics. It is also available from some pharmacies. The IUD is a plastic and copper device that is fitted into the woman's womb by a doctor or nurse within five days of having unprotected sex. Read our [guide to contraception](#) for more advice
- Mental health emergencies If a person's mental or emotional state quickly worsens, this can be treated as a mental health emergency or mental health crisis. In this situation, it's important to get help as soon as possible. Contact NHS Direct (or NHS 111 if available in your area) to find out where help is available. If you feel the person is in immediate danger then call 999.

Urgent care centres provide a variety of services but vary in different areas. You may be able to attend such a centre rather than go to A&E. It is best to phone ahead or call NHS Direct (or NHS 111 if available in your area) to find out if the services you require are available at your local urgent care centre.

### **Patient Advice and Liaison (PALS)**

PALS is a free, informal, confidential help and advice service for patients, carers and their families. It is there to help you when you need advice, have concerns or don't know where to turn.

PALS can help with queries about GPs, dentists, opticians, pharmacies, as well as services offered by local hospitals and all other NHS community services.

PALS can:

- Help you get the information you need about the NHS
- Listen and respond to your concerns, suggestions or queries
- Sort out problems quickly on your behalf in an informal and friendly manner
- Use your feedback to help improve the services that we deliver

Please contact us via any of the methods below and we will be happy to help.

Text : 075 406 68541

Fax: 01782 298228

Freephone: 0800 030 4563 (24 hour answer phone service).

Email: [feedback@herefordshireccg.nhs.uk](mailto:feedback@herefordshireccg.nhs.uk)

#### **Freepost Address:**

Freepost Plus

RTAA-XTHA-LGGC

Patient Services on behalf of Herefordshire CCG

Staffordshire Commissioning Support Unit

Heron House

120 Grove Road

Fenton

Stoke on Trent

Staffordshire

ST4 4LX

### **Patient Access Facility—Repeat Prescriptions**

From the 1st September 2013 we will no longer be using our [colwall.surgery@nhs.net](mailto:colwall.surgery@nhs.net) email for repeat prescription requests. Instead we will be using the Patient Access Facility.

Patient Access provides services from our surgery to patients over the internet. Patients can use Patient Access from a PC or from any other device that they use to access the internet, for example a mobile phone

This facility will allow patients to make requests for medication directly to the surgery and also to update us of any changes to their address/phone numbers.

Should you wish to use this service please see one of our receptionists who will provide you with an information sheet containing your own personal pin numbers, which are needed to set up your account along with instructions on how to get your account set up.

If you have already filled in one of our forms to request prescriptions via email you will still need to speak to the receptionists as you will need to be given the information sheet with the pin numbers in order to set up your own account.

For more information you can go to the Patient Access website: <https://patient.emisaccess.co.uk/>

### **Herefordshire Clinical Commissioning Group (HCCG) - Patient Involvement Membership Scheme 'Our NHS'**

The commissioning and provision of healthcare in Herefordshire has become the responsibility of the Herefordshire Clinical Commissioning Group on the 1st April 2013. It is a new organisation who are very keen to ensure that, when commissioning services in Herefordshire, patients are involved both in designing new and reviewing current services. It is essential that patients are at the heart of everything we do and they would like patients to be involved. Patients views and experiences are an important aspect of shaping the NHS in Herefordshire.

The HCCG would like to invite you to help the NHS in Herefordshire and also to hold your names as part of their Patient Involvement Membership Scheme. By agreeing to become a Member they would like to work together to capture patients' and carers' views and feed them into the planning and commissioning of NHS Services in Herefordshire. They have a wide range of challenging issues to consider in Herefordshire and the views of the public and patients are essential if they are going to be able to make changes.

Membership is free and people can choose to be involved as much or as little as they wish—from receiving a monthly newsletter to taking part in focus groups and consultations.

Attached to this newsletter is a leaflet about joining the 'Our NHS' Membership Scheme. If you are interested in joining the scheme please complete the form and return it to the Freepost address on the leaflet.

This scheme is separate to our own Patient Liaison Group, which meets quarterly and discusses topics relevant to Colwall Surgery.