



Summer 2015

Dr Jonathan Pearce  
Dr Sarah Newey  
Dr Alex Brennan

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

### Surgery News

#### Bon Voyage...

We would just like to let everyone know that Dr Sarah Newey will be taking a sabbatical this summer. Her last working day will be Monday 13th July and she will be returning after the summer on the 3rd September. During this time we will of course have a locum doctor in to cover. Dr Newey's clinics will be taken by Dr Stuart King (a regular locum of ours).

### Goodbye...

It is with great sadness that we announce that Dr Alex Brennan will be leaving the surgery in August. She has been with the surgery for 4 1/2 years and we will be very sad to see her go. Her last clinic will be on Tuesday 18th August 2015. Dr Brennan is leaving Colwall and Cradley surgery where she works 4 days a week as she has a new job as a Lead GP at Farrier House surgery in Worcester. We wish her the best of luck in her new venture.

### Coping with Hay Fever

#### 5 tips which may help reduce your symptoms:

1. Try to reduce your stress levels. As stress levels drop, symptoms become milder
2. Regular exercise can improve your hay fever, and reduce stress levels too. Avoid exercising first thing in the morning and early evening when pollen counts are high. Exercise in late morning or afternoon when pollen counts tend to be lowest—or indoors if possible.
3. Eat a varied, balanced diet with plenty of fruit and vegetables, but be aware that some healthy foods can make hay fever symptoms worse e.g. apples, tomatoes, stoned fruits, melons, bananas and celery.
4. Cut down on alcohol. Beer, wine and spirits contain histamine, the chemical that sets off allergy symptoms in your body. This makes you more sensitive to pollen, and also dehydrates you, making your symptoms worse.
5. Sleep well. People with hay fever who get a good nights sleep

### New Nail Clipping Service for Colwall Patients

We are delighted to let you know that we will shortly be having a Footcare Service coming to Colwall Surgery. This is not a chiropody service. The Foot care Service is provided by volunteers who have received training in basic footcare and toenail cutting from a Registered Chiropodist.

Please note that this scheme is not suitable for people requiring more complex foot treatments or for those with certain medical conditions. However, if your condition is stable the GP could advice if this is a suitable service for you e.g. people with Diabetes.

There is a £12 charge for each subsequent appointments. Once we have dates confirmed we will put notices around the surgery and in the news-



### Are you planning a trip abroad?

Some destinations require you to have travel vaccinations up to 8 weeks in advance to allow the vaccines to be effective. So it's important to find out which travel vaccinations you need early on:

- Some travel vaccines have to be ordered as we do not keep all vaccinations in stock.
- In some cases you may need a course of two or three vaccinations with gaps between.

To find out what travel vaccinations you may need please complete a travel questionnaire. Please ask for a form at reception or visit our website. Return completed questionnaires to the surgery & allow 7-10 day for our Practice Nurses to review them & will advise if an appointment to see them is required.

### Flu Clinic Advanced Warning.....

This years' flu clinic will be held on:

**10th October 2015 at Colwall Village Hall from 10am—12.30pm.**

We would ask where your surname corresponds with the times given below that you attend at that time (no appointment necessary).

A-F	10.00-10.30
G-M	10.30-11.00
N-S	11.00-11.30
T-Z	11.30-12.00

We strongly recommend that you have a seasonal flu vaccination if you are either:

- Over 65 years of age;
- Under 65 year of age and have Diabetes, Asthma, Chronic Pulmonary Obstructive Disease, Chronic Heart Disease/Renal Disease/Liver Disease/Neurological Disease or are Immuno-suppressed;
- A registered carer looking after someone else

We will be holding a coffee morning with cake sales and a raffle. This years' chosen charities will be Colwall Care Fund & St Richard's Hospice & St Michaels Hospice. Donations of cakes will be very welcome, thank you.

### Do you have a Long Term Condition?

If Yes, from the 1st April 2015 we have changed the way that we contact patients for their annual review to make it easier for patients we will invite them for their annual review in the month that they were born. This may mean that some patients will be invited for a review a lot earlier, as we implement the new system. Please bear with us & by next year, we will be back to normal. We are obliged to invite patients for a review three times every year. If you do not want a review, please do let the surgery know so that it can be recorded on your record.

### Patients can now access their medical records online

Patients are able to view basic information from their medical record online & book online appointments (eg. brief summary, allergies, immunisations, & repeat medications). To use this service you will need to register with the Patient Access Facility (the same service that is used to request prescriptions online). If you are not currently registered then please ask at reception for a user specific password that you enable you to register for this service.

### Expert Patient Programme (EPP)

EPP is a Free 6 week self-management course available to anyone over 18 living with a long-term condition e.g. depression/anxiety, arthritis, back pain, diabetes, asthma, Multiple Sclerosis.

The course lasts 2 1/2 hours each week for 6 weeks and covers:

- dealing with pain, fatigue and stress.
- Healthy eating and exercise.
- Relaxation techniques.
- Planning for the future.
- Communications skills.

These courses are held at various locations. The next course being held in Ledbury is on 22nd October 2015.

If you would like to find out more information about EPP courses ask at reception and they can provide you with a leaflet or alternatively visit [www.expertpatients.co.uk](http://www.expertpatients.co.uk)

### Want to see a GP at the weekend?....

We are now able to offer patients this service with Taurus Healthcare Ltd which is a GP Federation set up by the GP's of Herefordshire to provide additional medical services to patients & have access to your medical record. Taurus were successful with their bid for the Prime Minister's Challenge Fund and there are now 3 Primary Care Hubs open in the County that provide GP, Practice Nursing & Healthcare Assistant services to all Herefordshire patients during evening and weekends. This means that all Herefordshire patients will have access to a Primary Care Service offering both GP and Nurse appointments 6pm and 8pm weekdays and 8am to 8pm weekends. The hub locations are in Ross-on-Wye, Leominster and Hereford and are open between 6pm and 8pm on weekdays and 8am to 8pm on weekends. To book an appointment at any of the hubs you can either contact the surgery in the normal way and we can book an appointment for you (between 8am & 6pm Mon-Fri) or alternatively you can call NHS 111 by phoning 111 and ask for the Taurus appointment line.



**Taurus Healthcare**

### DID YOU KNOW ?.....

....that during the months of May 2015 we had **37** missed appointments! That's **6 hours and 10 minutes** of GP and Nurse time that was wasted on patients who didn't arrive for their appointment. If you cannot attend your appointment, please let us know. Someone else could then use that time.

### Blandford Fly warning! Its that time again.....

Blandford Fly bites are most common during May and June. They usually occur on the ankles/legs and can be very painful. They may produce severe, localised reaction around the area of the bite. Advice for prevention is to cover your ankles and legs when outside and use insect repellent.

#### Tips if you get bitten:

1. Clean the bite area and dry gently.
2. Do not scratch, this could lead to infection.
3. Apply cold compress or calamine lotion
4. Hydrocortisone cream may reduce inflammation
5. Antihistamine tablets can help if taken promptly.
6. Antihistamine creams are not recommended as they them-

### QUICK CONTACT GUIDE

<b>Colwall Surgery:</b>	01684 540323
<b>NHS 111 (Out of Hours):</b>	111
<b>Taurus Healthcare:</b>	01684 540323 or 111
<b>District Nurses Team:</b>	01531 637610
<b>Minor Injuries Unit (MIU)</b>	
Ledbury:	01531 632488
Malvern:	01684 612619
<b>Walk-in-Centre</b>	
Hereford (Asda):	0330 123 9309
<b>Hospitals:</b>	
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
<b>Dental Access Units:</b>	
Gaol St Clinic Hereford:	01432 378920
Malvern:	01684 612754
Worcester:	01905 724633
<b>Herefordshire CCG:</b>	01432 260618
<b>CQC:</b>	03000 616161
<b>NHS England Regional Team:</b>	01922 603150
<b>Other Useful Numbers:</b>	
Age Concern (Ledbury):	01531 631280
Age Concern (Worcester):	0800 008 6077
Carers UK Helpline:	0808 808 7777
Herefordshire Carers Support:	01432 356068
Worcestershire Carers :	0800 389 2896
Colwall Care Scheme:	01684 540196
Dial-a-Ride (Ledbury):	01531 635503
Dial-a-Ride (Malvern):	01684 891121

selves can cause skin reactions.

7. Cover large blisters with a dry dressing.
8. If bites are on the lower limbs there may be swelling of the ankles and feet for several days—do not worry about this—just rest with the feet supported on a stool whenever possible

#### Complications requiring medical advice

1. Discomfort/swelling or red lines appearing in the groin area or armpit.
2. Fever
3. Spreading redness/hotness around the bite area **lasting longer than 3 days.**

Please make an appointment to be reviewed by the Practice Nurse.