



Easter 2015

Dr Jonathan Pearce

Dr Sarah Newey

Dr Alex Brennan

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

Patients can now access their medical records online

If you would like to use this service then you need to be registered for the Patient Access Facility (the same service that is used to request prescriptions online). If you are not currently registered then please pop into the surgery and see the receptionists and they will be able to print off your passwords that you will need to register. Once registered you can view a brief summary with your allergies, immunisations, repeat medications and you can also book a small number of appointments using this system.

Choose the Right Care, Right Place for your Illness

Understanding your symptoms

Respiratory tract infections causing a runny or blocked nose, cough, sore throat or other cold symptoms are extremely common. These can be viral rather than bacterial and a healthy immune system can fight these infections without antibiotic treatment. Most healthy adults and children will recover in one to three weeks.

Do I need antibiotics?

Antibiotics will **NOT** relieve the symptoms of most colds, sore throats, earaches or coughs and do not speed up recovery in adults or children. Antibiotics are powerful medicines and in some cases may do more harm than good. They can cause unpleasant side effects such as diarrhoea, thrush or skin rash. They will only be provided when the likely benefits outweigh the risks. This is not the case for most respiratory tract infections. If you take an antibiotic you are at risk of carrying resistant bacteria for up to one year. This resistance may make it harder to treat other infections in the future.

Self-Care

Treat yourself at home with a stocked up cupboard of medicine for minor injuries and illnesses like coughs and colds. You can obtain these from your local Pharmacy.

How long until I feel better?

Adults

Earache (dull or burning pain inside the ear) - Usually lasts 4 days

Sore throat (throat feels sore or tender, difficulty swallowing) - Lasts up to 1 week

Common cold (runny or blocked nose, throat pain, cough, headache, feeling unwell)—Usually lasts 7-10 days

Flu (runny or blocked nose, throat pain, no energy, fever, general aches and pains) - Lasts up to 2 weeks

Runny nose/nasal congestion (build up of mucus causing a blocked nose or constant runny nose) - Usually lasts 1-2 1/2 weeks

Sinusitis (pain and/or pressure in the nose, forehead, cheek are or behind eyes) - Usually lasts 2-3 weeks

Dry/tickly cough (unproductive cough) - Lasts up to 3 weeks.

Children

Earache—4 days

Sore throat/tonsillitis—1 week

Cold/flu—10days—2 weeks

Runny/blocked nose—1-3 weeks

Sinusitis—2-3 weeks

Cough—3 weeks

Most of these symptoms are due to inflammation and mucus production as part of your body's natural immune response to fighting infection. In the meantime, you can start to feel better by treating the symptoms early—Speak to a pharmacist to advice you on the most appropriate product for symptom relief.

It is also important to seek advice if you have an underlying medical condition that could affect your ability to fight off infection.

Alternatives to a GP/Nurse appointment at Colwall Surgery:

NHS 111 (GP / Nurse)- this is to be used when you need medical help or advice, but it's not a 999 emergency, you think you need to see a GP or need another NHS urgent care service, you don't know who to call or you don't have a GP to call or you need health information or reassurance about what to do next.

NHS Walk-in Centre (GP / Nurse) - currently there are walk-in centres in Hereford (Asda car park). It is open daily 8am - 8pm and can treat minor injuries, trips, falls, infections and skin complaints. You do not need to make an appointment.

Taurus Hubs (GP/Nurse/Healthcare Assistant) - this service offers appointments in the evenings & at weekends. Ring your GP or NHS 111 to make an appointment for either routine or same day.

Your GP/Nurse - If you have an illness or injury that wont go away, make an appointment with your GP. But, please follow guidelines above for self-care.

A&E or 999 - You should only go to A&E or ring 999 for **life threatening emergencies and care only**. Life threatening emergencies such as loss of consciousness, acute confused state and fits that are not stopping, persistent, severe chest pain, breathing difficulties or severe bleeding that cannot be stopped.

<p>Patient Survey Results</p> <p>A huge thank you to the patients who completed survey & the Patient Liaison Group for helping. Please find the results attached to the news letter.</p>	<p>QUICK CONTACT GUIDE</p> <p>Colwall Surgery: 01684 540323</p> <p>NHS 111 (Out of Hours): 111</p> <p>District Nurses Team: 01531 638414</p> <p>Minor Injuries Unit (MIU)</p> <p>Ledbury: 01531 632488</p> <p>Malvern: 01684 612619</p> <p>Walk-in-Centre</p> <p>Hereford (Asda): 0330 123 9309</p> <p>Hospitals:</p> <p>Alexandra Hospital Redditch: 01527 503030</p> <p>Gloucester Royal Hospital: 01452 528555</p> <p>Hereford County Hospital: 01432 355444</p> <p>Ledbury Community Hospital: 01531 632488</p> <p>Malvern Hospital: 01684 612619</p> <p>Worcester Royal Hospital: 01905 763333</p> <p>Dental Access Units:</p> <p>Gaol St Clinic Hereford: 01432 378920</p> <p>Malvern: 01684 612754</p> <p>Worcester: 01905 724633</p> <p>Herefordshire CCG: 01432 260618</p> <p>NHS England: 01905 760000</p> <p>Other Useful Numbers:</p> <p>Age Concern (Ledbury): 01531 631280</p> <p>Age Concern (Worcester): 0800 008 6077</p> <p>Carers UK Helpline: 0808 808 7777</p> <p>Herefordshire Carers Support: 01432 356068</p> <p>Worcestershire Carers Unit: 0800 389 2896</p> <p>Colwall Care Scheme: 01684 540196</p> <p>Dial-a-Ride (Ledbury): 01531 635503</p> <p>Dial-a-Ride (Malvern): 01684 891121</p>
<p>DO YOU HAVE A LONG TERM CONDITION WHICH IS MONITORED ANNUALLY BY THE GP/NURSE?</p> <p>If Yes, from the 1st April 2015 we are changing the way that we contact you for your annual review. At the surgery we are continuing looking at ways to make it easier for patients who need to come in regularly for reviews. We will start to patients for their annual review in the month that they were born. The surgery appreciates that this may mean patients will be called in a lot earlier, but we are aiming to make it easier for patients to care for themselves and know when they are due for an annual review.</p> <p>Each year, the surgery contacts the patient to book an annual review. If you do not want a review, please do let the surgery know so that it can be recorded on your record. Once you have done this, the surgery will not write to you again during the year. However, next year we will write to you again to remind you that your annual review will be due.</p>	
<p>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. 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 or alternatively you can call 111 and ask for the Taurus appointment line.</p>	

DID YOU KNOW ?.....

....that during the months of January & February 2015 we had **79** missed appointments! That's **13 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.

Ear Syringing

We would like to take this opportunity to explain what patients need to do before they book in for an ear syringe with the Nurse:

- Make an initial 10 minute appointment with the nurse to check your ear as it may not be wax that is the problem
- If nurse confirms your ears need syringing they will give you a leaflet with instructions on how to apply the oil.
- make an appointment for this to be done at least 10 days after you are going to start putting oil into the effected ear.
- Apply twice daily following the instructions given by the nurse.

When applying the oil the nurses advice is to use of olive oil.