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The GP's and all the surgery staff would like to wish our patients a Happy New Year. We hope you all had a lovely Christmas and New Year.

We would like to thank all of our lovely patients who sent in cards and gifts for us at Christmas. For the year ahead we anticipate CQC coming more details of which will follow and from the 1st April 2015 you will be able to view parts of your medical records online such as medications and allergies. In order to use this service you will need to register for Patient Access. Please speak to one of the receptionists who will provide you with the passwords necessary to register.

Choose the right care

Self-Care

Treat yourself at home with a stocked up cupboard of medicine for minor injuries and illnesses like coughs and colds.

Understanding your symptoms:-

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

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.

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.

NHS 111

This is to be used when you need medical help fast, but it's not a 999 emergency, you think you need to go to A&E 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—currently there are walk-in centres in Hereford (Asda car park) They are open until late and can treat minor injuries, trips, falls and skin complaints.

Your GP

If you have an illness or injury that wont go away, make an appointment with your GP—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 c 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

Your Practice Needs You

In these difficult times for the NHS we have to be able to show the quality of care that we provide. Your opinions are vital in giving a complete picture.

We take your feedback seriously and use it to try and improve the service that we provide for our patients.

If you have had a good experience at the Surgery please could we ask that you use the following ways to give feedback:

- NHS Choice Website—visit www.nhs.uk and search Colwall Surgery to leave a review. (Our last review was submitted in September 2013 so we would really appreciate some more recent reviews of the surgery)
- GP Survey—During the week of 12th January 2015 members of the Patient Liaison Group will be in the reception area handing out our annual GP Survey.
- Friends and Family Test—You may have seen these already they are in the waiting room and this is a new initiative to see if you would recommend us to your friends and family. We would be grateful if you would take part in this survey.
- Edgumbe Doctor 360 Survey—This is again already in the waiting room and is used to improve standards of patient care. The results are taken seriously and are used in Appraisals.

We appreciate that there are currently a lot of surveys in the waiting room but these are all used in different ways to help us maintain the services that we provide to you.

Want to see a GP at the weekend?...We will soon be able to offer this service with Taurus Healthcare

Taurus Healthcare Ltd is a company that has been 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 and Practice Nursing 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 appointment 7 days a week between 8am and 8pm. 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.

We are currently waiting for this system to be set up so our patients at Colwall have access to the service. Look out for notices in the surgery and newsletters for details of when this is available and how to book an appointment.

QUICK CONTACT GUIDE

Colwall Surgery: 01684 540323

Out of Hours: 111

NHS Direct: 08 45 46 47

District Nurses Team: 01531 638414

Minor Injuries Unit (MIU)

Ledbury: 01531 632488

Malvern: 01684 612619

Walk-in-Centre

Hereford (Asda): 0330 123 9309

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

Dental Access Units:

Gaol St Clinic Hereford: 01432 378920

Malvern: 01684 612754

Worcester: 01905 724633

NHS Herefordshire: 01432 344344

NHS Worcestershire: 01905 760000

Local Access Point: 01432 347690

(Adult Social Care; Intermediate Care & Reablement; Adaptation Occupational Therapy)

Other Useful Numbers:

Age Concern (Ledbury): 01531 631280

Age Concern (Worcester): 0800 008 6077

Carers UK Helpline: 0808 808 7777

Herefordshire Carers Support: 01432 356068

Worcestershire Carers Unit: 0800 389 2896

Colwall Care Scheme: 01684 540196

Dial-a-Ride (Ledbury): 01531 635503

DID YOU KNOW ?.....

....that during the months of October –December 2014 we had 110 missed appointments! That's 18 hours and 20 minutes of a days 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

Ear Syringing

We would like to take this opportunity to explain what patients need to do before they book in for an ear syringing 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 advise is to use of olive oil