

Silton Surgery Newsletter AUGUST 2020



The surgery is open and indeed has been throughout Covid19. The doors are locked to protect our staff and patients. Phone 01747 840226 to speak to a receptionist who will arrange for a telephone triage appointment with a clinician. If you require an examination, one will be arranged for you or we have the equipment for video consultations if needed.

You can still collect your medication; follow the arrows on the front doors to the staff entrance where your medication can be passed out through a window. Please keep 2 metres away from any one waiting in the car park or at the window.

Please do not hand repeat slips through the window in reception, post them into the metal box on the wall to the left of the front doors. We need to keep the handling of objects, including cash and paperwork, brought into the surgery, to a bare minimum to control the risk of infection.

Many thanks for the support and encouragement that we have received throughout this rather difficult time. We really appreciate your understanding and patience. We have to constantly think on our feet and procedures are always being assessed and if necessary changed to improve safety and help us deliver the care you require. Please be assured that we have your best interests at heart and we really are doing the best we can to deal with a situation that none of us could have planned for. We are being encouraged to get back to 'normal' and start socialising again, although at the same time told to keep at least 1 metre away from others and wear a face covering. We miss the old normal as we are sure you do to!!

Flu vaccinations:

As we are sure you understand this year's flu clinics will have to be handled differently to the norm as a walk in Saturday clinic would simply not be safe for the patients or the staff. If you have already given us permission to contact you via email and/or text that is the method we will use to update you. The details will also be put onto our website, posters will be displayed at the surgery entrance and reminders will be put with patient's medication. If you have not heard anything by mid-October please contact the surgery on 01747 840226 for details. Currently we are still discussing the various ways that we can safely deliver the vaccination to those who are eligible.

Face coverings: In some parts of the UK, it is now the law that people wear a face covering in certain places. These include shops, supermarkets, hospitals and on public transport, although it depends where in the UK you are, as there's different guidance in each of the 4 nations.

There's evidence that wearing a face mask/covering can protect others around you if you have coronavirus. If you have concerns about wearing a face covering and are asthmatic please go to the web site link below, asthma.org.uk, for helpful advice and details of exemption cards.

Silton Surgery is not able to supply patients with an exemption card/letter.

If you need to be seen at the surgery we will supply you with a mask to wear during your visit. We have also put a link below to the government website page regarding the new rules on wearing face coverings.

<https://www.asthma.org.uk/advice/tr...at-should-people-with-asthma-do-now/#Facemask>

<https://www.gov.uk/government/news/new-rules-on-face-coverings-coming-in-on-monday-will-help-keep-passengers-safe>

Bringing in samples to the surgery. We are aware that it can be difficult handing in a sample through the window and it is hard to keep everything confidential when you have to call through the window to speak to a member of staff. If you are bringing in a urine sample that the GP or Practice Nurse has asked you to drop in, for example an ACR sample for a Diabetic Review, please inform the receptionist of this and make sure that your name is clearly marked on the receptacle. If you think you may have a urine infection, even if we have asked you to bring the sample in, it is helpful if you can supply some details to go with your sample. We can supply you with a form to complete at the window, or if you prefer you can download a copy from our website to complete prior to your attendance. Please don't be afraid to ask to speak to someone in a more confidential manner if there are lots of patients in the car park. We can arrange for a member of staff to come out and speak to you, but you may have to wait whilst this is arranged.

If you are asking a friend or relative to drop a sample in for you it is very important that the sample is **clearly marked with your details** and you have supplied us with the necessary information:

Questionnaire for patients with suspected UTI

In order for your sample to be processed quickly and efficiently please complete this form fully and hand it in to Reception, or give to a clinician with your urine sample.

The sample handed in should be a mid-stream urine sample and not contaminated with other bodily fluids.

If you do not have the sterile sample pot, you can obtain one from reception or use a container that has been washed in a dishwasher or very hot soapy water and rinsed thoroughly. Please label the sample with your full details.

Full Name:Date of birth: / /

Date and time of sample:.....

Contact telephone number:.....

Do you have any of the following symptoms? (Please tick)

Burning/pain/discomfort on passing urine	Increased frequency (need to go to the toilet more often)	
Fever (feeling hot and cold)	Being unable to pass urine	
Blood in urine	Increased confusion	
Urgency (needing to go in a hurry)	Mobility becoming worse than normal	
New incontinence	Back pain (loin)	
Dark coloured urine	Strong offensive odour to urine	
Urine looks cloudy	Feeling generally unwell	

When did your symptoms start?:.....

Is there a chance you could be pregnant? (YES/NO)

The urine sample will be tested in the surgery and sent to the laboratory at Salisbury District Hospital if any signs of infection are found. If nothing abnormal is detected the sample will not be sent to the laboratory and you may not be phoned.

If symptoms persist, or get worse, please contact the Surgery on 01747 840226 to book a telephone consultation with a GP.

Sepsis symptoms in older children and adults

Early symptoms

Early symptoms of sepsis may include:

- a high temperature or a low body temperature
- chills and shivering
- a fast heartbeat
- problems or changes to your breathing
- feeling or acting differently from normal – you do not seem your usual self

Many of the symptoms of sepsis are also associated with meningitis.

The first symptoms of meningitis are often fever, vomiting, a headache and feeling unwell.

Septic shock

In some cases, symptoms of more severe sepsis or septic shock, when your blood pressure drops to a dangerously low level, develop soon after.

These can include:

- feeling dizzy or faint
- a change in mental state, such as confusion or disorientation
- diarrhoea
- nausea and vomiting
- slurred speech
- severe muscle pain
- severe breathlessness
- less urine production than normal – for example, not urinating for a day
- cold, clammy and pale or mottled skin
- loss of consciousness

EAR SYRINGING:

Unfortunately we are not able to undertake ear syringing at the surgery during Covid19. Please find below a few tips on how to manage problems regarding blocked ears.

Blocked ears (wax) self-care guidelines for patients:

Earwax:

Earwax is a normal build-up of dead cells, hair, and foreign material such as dust, and natural wax which forms a protective coating on the skin in the ear canal. The quantity of earwax produced varies greatly from person to person.

A doctor or nurse can look into the ear canal and confirm a plug of earwax has formed. A plug of earwax is not a serious problem, more a nuisance. You only need to remove earwax if it is causing symptoms such as dulled hearing or when fitting a hearing aid.

How to remove Ear wax:

Note: If you think you have ear wax, **do not** try to clean the ear canal with cotton wool buds. This can make things worse, as you will push some earwax deeper inside. It may also cause an ear infection.

CONTINUED overleaf/....

Bulb Syringing:**Instructions for Bulb Syringing:**

Use **olive oil** drops twice a day for at least **14 days** prior to bulb syringing. Or alternatively use sodium bicarbonate ear drops purchased from your pharmacy (please read the manufacturers leaflet.)

1. Wash your hands.
2. Use a bowl of cooled, boiled water that is warm to the touch, not too hot or too cold
3. Prepare the syringe by squirting water in and out of it a few times.
4. Gently pull your outer ear "up and out" to help straighten out the canal, which will allow better access for the water
5. Tilt your head so the ear to be treated is upmost.
6. Place the tip of the syringe into the opening of the ear. - Do NOT push the syringe further into the ear and gently squirt one or more bulb syringes of water into your ear. (This might be best done in the shower so that the excess water will run into the bathtub and not on your floor)
7. Allow the water to remain in your ear for at least 60 seconds. Gently tilt your head in the opposite direction and wiggle your outer ear

If, after 3 weeks or more, you are still deaf from wax, you will need to make a telephone appointment with a doctor or nurse to decide what should be done.

Ear irrigation (ear syringing):

Ear irrigation is only recommended in the rare occasions where ear drops and bulb syringing has failed to work. Ear syringing can lead to ear infections, perforated ear drum and tinnitus (persistent noise) and therefore it is only performed in exceptional circumstances. If you think you have persisting wax despite taking the above measures please make a telephone appointment with your doctor or nurse to discuss. However as stated above we are not currently able to carry out ear syringing at Silton Surgery.

Silton Surgery, Silton, Gillingham, Dorset SP8 5DF
Tel: 01747 840226 Email: silton.surgery@nhs.net
Dispensary Tel: 01747 840950

The normal opening hours for Reception at The Surgery are:-

Monday 8.30 to 16.00

Tuesday 8.30 to 19.00

Wednesday 8.30 to 13.00 (Afternoon closed)

Thursday 8.30 to 18.45 (Closed 12.15 -1.45 2nd Thursday each month)

Friday 8.30 to 17.00