

# WINTER NEWSLETTER 2019



We would like to welcome Sarah Hickson to our team. Sarah joins us as a Receptionist and Trainee Dispenser. The role of receptionist at a Surgery means knowing how to signpost patients in the right direction, being able to recall lots of information and dealing with a wide range of questions. So there is an awful lot to learn.

Sarah Jordan one of our Dispensers and Phlebotomists has left us so we will be recruiting another member of staff in due course.

## **MULTIPLE PROBLEMS PER APPOINTMENT**

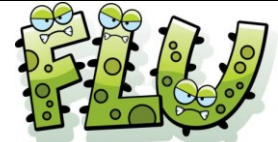
This is one of the main reasons for doctors running late.

It can cause problems if you bring a long list of problems to a single appointment. Our appointments are in 10 minute slots. Although we will of course never simply cut you off after 10 minutes, it is usually difficult for a doctor to adequately deal with more than 1 problem in a 10 minute slot.

Please feel free to book more appointments or when you book, inform the receptionist that you have multiple issues you would like to discuss with the doctor (you do not have to reveal any details).

**Flu – Nasal Vaccine for younger children** We do need to tell you that there is a national supply issue. We have had a small amount arrive but much later than we were told. Therefore to save you a wasted journey, please contact the surgery before attending to check we have available stock.

## **Influenza Vaccinations 2019/20**



We have had a very successful flu vaccination programme this season. Thank you to all patients who responded to the invitation for vaccinations.

If you are eligible to receive the flu vaccination and have not yet had it, please contact the surgery as soon as you can to book an appointment with a Practice Nurse.

## **Consent to Share Confidential Information with a Third Party**

The Data Protection Act 1998 and the ethical codes of conduct of all health care professionals require that medical data be treated with great respect for confidentiality. We are not permitted to share any medical details with a third party without your consent. If you would like your next of kin to be able to contact us and be informed of your test results etc, you can request a form that once completed and signed we can add to your computer record.

## **Travel Consultations**

We have had a few requests recently for the Practice Nurses to carry out a Travel consultation but keep the destination a secret from the patient's spouse/partner. This is extremely difficult to do as the travel consultation involves obtaining details of the accommodation being used and if there are any trips to other destinations. The Nurse has a duty of care to thoroughly check that the patient is aware of risks so that they can consent to their vaccinations etc. We cannot guarantee that in the course of the consultation the Nurse will not mention the destination at all. It is very helpful if the travel consultations are booked at least 8 weeks ahead of travel and if the patient who is arranging the surprise holiday has their travel consultation first. If you have left it too late to book separate consultations we may not be able to accommodate your request. You can of course attend a private travel clinic.

## **Repeat Prescriptions Deadline**

Please consider the demand for medication, during this festive period, on our Dispensary Team. Please order your repeat prescriptions in good time prior to the holidays. The last date to order your repeat prescription in time for Christmas is: **Friday the 20<sup>th</sup> December 2019 in the morning!**

## **THANK YOU**

The Partners and Staff of Silton Surgery wish you the compliments of the season. Have a safe and happy holiday period

**Stay Well This Winter**

Winter conditions can be seriously bad for your health, especially for people aged 65 or over, and people with long-term conditions.

Keep warm—this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia.

Eat well—food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.

Have the flu jab—this may be available for you to have for FREE.

**Silton Surgery Website:**

Please take a look at our website: [siltonsurgery.nhs.uk](http://siltonsurgery.nhs.uk) where we have lots of useful information including our newsletters. You can see the services that Silton Surgery provide and how to access them. There are also documents you can download and print for example; our Travel Consultation Questionnaire, paperwork you can bring in to the Surgery with a Urine sample if you think you may have a UTI and details of The Herbert Protocol.

**The Herbert Protocol:** *There is nothing more frightening than when a loved one, friend or neighbour fails to return when they should. For people living with dementia, this could be quite common -The Herbert Protocol could give you peace of mind. The Herbert Protocol is a national scheme being introduced by the Metropolitan Police and other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.*

**Independence Age** is a very useful website with lots of information that may be of help to some of our patients. <https://www.independtage.org/> Helpline Number: 0800 319 6789

We have a wide variety of their leaflets available in our Reception on subjects like; Benefits, Scams, Coping with Bereavement, Loneliness and many other subjects.

**Blood appointments**

If you require a blood test the appointment will have to be in the morning as the courier who collects the samples arrives at the Surgery at 12.00. If possible book an appointment with a Phlebotomist who can take your blood and/or Blood Pressure. Our Practice Nurses are very busy with all their other nursing duties so you will be offered an appointment with a Phlebotomist in the first instance. You should contact the surgery a few days after your blood test to find out if you need a GP appointment. Please phone after 10.30 for any results as Reception is usually quieter then.

**Are you a carer?**

If you look after a friend or a family member unpaid and that person could not manage without your help, then you are a carer. It is easy to slip into this role as the person you care for becomes more ill or frail. However, there is support available. Let us know that you are a carer. **Carer Support Wiltshire** may be able to help you with a carer's break.

We will mark your records to show that you are a carer and ensure you are offered the annual 'flu vaccine'. You may also wish to join our patient participation group.

There is no lower or upper age limit for carers. Carer Support Wiltshire will see that children and young people, as well as adults access the support they need. This is very important.

Carer Support Wiltshire offers advice and help for Wiltshire carers. You may wish to visit their website: [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)

**The future of antibiotics depends on all of us.** World Antibiotic Awareness Week (WAAW) 18 – 24<sup>th</sup> November aims to increase global awareness of antibiotic resistance and to encourage best practices among the general public, health workers and policy makers to avoid the further emergence and spread of antibiotic resistance.

Since their discovery, antibiotics have served as the cornerstone of modern medicine. However, the persistent overuse and misuse of antibiotics in human and animal health have encouraged the emergence and spread of antibiotic resistance, which occurs when microbes, such as bacteria, become resistant to the drugs used to treat them. Public Health England recently published some data which suggested that antibiotic prescribing in general practice fell by 17% between 2014 and 2018. The alarming facts remain that the number of antibiotic resistant infections have increased by 9% between 2017 and 2018 (estimated at 61,000 infections) Even if you rarely use antibiotics, you can get a resistant infection. We can fight against this by not expecting a prescription for antibiotics for every illness. Listen to clinicians when they say “no”!

### **NHS Prescription Charges**

From 25 February 2019 paper certificates replaced cards for Pre-Payment Certificates and maternity exemption certificates. If you do not have proof of exemption but are sure that you are exempt, fully complete the back of the prescription showing the reason you do not need to pay and we will put a cross in the ‘evidence not seen’ box.

### **Don't assume you're entitled to free prescriptions.**

You are entitled to free prescriptions if you're:

- Under 16
- 16, 17 or 18 and in **full-time education**
- 60 years of age or over.

Not all benefits entitle you to free prescriptions. To check if you are entitled, go to [www.gov.uk/help-nhs-costs](http://www.gov.uk/help-nhs-costs)

If you are **not entitled** to free NHS prescriptions and do not pay, you face a fine of £100 plus the NHS prescription charge which is currently £9.00 per item. The prescriptions are sent off at the end of each month and are scanned by the NHS prescription services; they will check that all exemptions are valid. You should ensure that any certificate/exemption you hold is current and includes the date on the prescription!

For details of how to purchase a pre-payment certificate, ask at Reception or go online to [www.nhsbsa.nhs.uk/healthcosts](http://www.nhsbsa.nhs.uk/healthcosts) or ring 0300 330 1341. If you are on regular monthly medications a PPC can save you money.

### **Medical Exemption certificates**

If you have a medical exemption certificate it is your responsibility to check that it is current. A **Medical Exemption Certificate** will **last** for 5 years, or until your 60th birthday and, while the NHS **should** send you a reminder letter one month before your **certificate** is due to expire, you **should** take the initiative to re-apply before your **certificate** becomes invalid. If in you are in any doubt you can pay for your prescription and ask for a Receipt, then when you have proof of your exemption you can take the proof and your receipt to a community pharmacy for a refund.

### Christmas & New Year

**Christmas Closed:** Wednesday 25<sup>th</sup> December 2019 and Thursday 26<sup>th</sup> December 2019

Re-open Friday 27<sup>th</sup> December 2019 at 08:30am.

**New Year Closed:** Wednesday 1<sup>st</sup> January 2020

Re-open Thursday the 2<sup>nd</sup> January 2020 at 08:30am

### Our Contact Details

Silton Surgery, Gillingham Road, Silton, Gillingham, Dorset SP8 5DF

Tel: 01747 840226 Fax: 01747 841304 email:

[silton.surgery@nhs.net](mailto:silton.surgery@nhs.net)

Website: [siltonsurgery.nhs.uk](http://siltonsurgery.nhs.uk)

**Dispensary: 01747 840950**

**Mon, Tues, Thurs and Fri: 09:15 -10:30 and 14:00 – Closing**

**Weds: 09:15 – 12:00**