

# 240 WEXHAM ROAD SURGERY NEWSLETTER – SPRING 2018



## APPOINTMENTS

240 Wexham Road Surgery are happy to offer an on-line booking system. If you choose to use this option, you will have as much access to the appointments as the receptionists have.

### Not already registered for on-line access?

Please speak to reception, who will be happy to help you.

If you have more than one issue to discuss are therefore likely to need a longer appointment (standard appointments are 10 mins in length), please contact reception so that they can arrange, where possible, a double appointment for you.

If you have a preference of GP, there may be a longer waiting time to see that Doctor.

### Home Visits

If you need a doctor and are too ill to travel to the practice and feel a home visit is **essential**, please telephone the surgery **BEFORE 10AM**. The surgery has now employed a paramedic, who will be assisting the practices with home visits.

### Reviews

If you are on regular medication, you need to have a **MEDICATION REVIEW** with your GP at least every 12 months, even if you are being seen regularly by the hospital. If we are providing the prescriptions for your medication, the GP needs to review you as part of their duty of care.

If reviews are overdue your medication may be reduced to a weekly supply until you are seen.

If you have a specific condition such as **ASTHMA**, **COPD**, and **DIABETES** you will also need regular re-views with the practice nurse who specialises in the monitoring of these conditions.

**CHECK YOUR UP TO DATE WITH ALL YOUR REVIEWS**—this will ensure your on the best medication for your conditions. The date is on your repeat prescription slips.

## Protected Time

The Surgery will be closed on the following afternoons from 1pm for training:

Tuesday 16<sup>th</sup> October 2018

Thursday 15<sup>th</sup> November 2018

Thursday 18<sup>th</sup> December 2018

Wednesday 30<sup>th</sup> January 2019

Thursday 14<sup>th</sup> February 2019

Thursday 14<sup>th</sup> March 2019



If you need a doctor urgently on these days, please ring the NHS 111 service.

## Contact Details

Please can you inform us if your contact details change. From time to time we may have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful

If you move home you **MUST** bring in a proof of new address with your name on it, for example an utility bill. Patients who move/ live outside our catchment area maybe asked to register with a new GP that's closer to their new address.

If you need to change/book an appointment, ask for test results, need copies of immunisations etc, please do this yourself. It can place the receptionist in a difficult position—giving information to a third party if not permitted.

## Test Results

Test results can be obtained from reception, to help us, please call **between 1pm and 2pm**. Blood results should be available after 1 week. It is the patient's responsibility to contact the surgery for their result. If we receive a result from the lab and they are abnormal, the GP will be informed and may contact you if they have urgent concerns. Swabs should be available to us after 48hrs and urine/ sputum or faeces.

## Private Fees

Please be aware that there is a charge for non-general medical services, such as private medicals, letters and passports etc., please see below for the appropriate charges:

Private sick note	£15
Private letters	£15-£25 (depending on content)
Private consultations	£40.00
Taxi Medicals	£105.00
Passport forms	£30.00
Driving licence forms	£30.00
Citizen forms	£30.00
Insurance forms	£30.00

Please be aware, we only accept cash or cheque for the above.

## **Prescription Requests**

Please remember to leave at least a **full 48 hours** before attempting to collect your items. (please note all prescriptions ordered over the weekend will not be dealt with until the next working day. We now operate a repeat prescription service. Please ask at the reception desk for more information.

Please remember to give plenty of notice when ordering holiday medication.

**Please note: Any medication required for travel purposes may incur a private charge.**

## **Reducing the amount of Waste Medication**

It is becoming more apparent that some patients are requesting medication unnecessarily. This has an impact on the quality of services offered by the NHS (for example longer waiting times). Please be considerate when ordering medication!

We know that it is tempting to ask for an extra supply of medicines 'just in case', but please would you make an extra conscious effort to look through your repeat medication order sheet and not order any items where you have enough.

## **Did you know?**

As part of efforts to save money and to improve patient care within the NHS, we encourage you to buy treatments for minor ailments rather than have them prescribed. Some ailments can be dealt with effectively by a pharmacist. You will not necessarily need to be seen by the Doctor for minor ailments.

The following can be bought at a reasonable cost over the counter at retail pharmacies:

Antihistamines, Chloramphenicol eye drops, Aqueous Cream, Hydrocortisone, Doublebase, Medigel, Aveeno, Aciclovir Cream & Oilatum, Fybogel Type products, Colpermin, Dioralyte, Sachets Mebeverine, Loperamide, Anusol Cream and suppositories, Some thrush preparations. Co-codamol, Paraceta-mol, Ibuprofen tablets/ suspension and gel. Athletes Foot Preparations, Threadworm (Family Treat-ments), Wart preparations. Olive oil Ear Drops, Lacri-lube, Hypromellose, OpticromSodium, Chloride Nasal Drops. Panoxy,l Nasal Sprays Preparations, Head Lice Preparations.

## **Patient Participation Group**

*We would like to know how we can improve our service to you and how you perceive our surgery and staff.*

To help us with this, we would like patients to join our Patient Participation Group (PPG). We Aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from various ethnic groups.

Please ask at reception for further details.

## Winter ailments

Some health problems, such as asthma, sore throat and cold sores, maybe worsened by cold weather. Here's how to help your body deal with some common cold weather ailments.

**Sore throat:** These are more common in winter and usually caused by viral infections. Some evidence indicates that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat.

**Top tip:** A quick remedy for a sore throat is to gargle with warm salty water. It has anti-inflammatory properties and can have a soothing effect.

**Norovirus:** Is also known as the winter vomiting bug, and it is an extremely infectious stomach bug. It is more common in winter.

**Top tip:** When people are ill with vomiting and diarrhoea it's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk. By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

**Cold Sores:** Most of us recognise that these are a sign that we're run down or under stress. While there's no cure for cold sores, you can reduce the chances of getting one by looking after yourself through winter.

**Top tip:** Every day, do things that make you feel less stressed, such as having a hot bath, or watching one of your favourite films.

**Dry Skin:** is a common condition, often worse during the winter. Moisturising is essential during winter and contrary to popular belief, moisturising lotions and creams aren't absorbed by the skin. Instead, they act as a sealant to stop the skin's natural moisture evaporating away. The best time to apply moisturiser is after a bath or shower while your skin is still moist.

**Top tip:** Have warm, rather than hot, showers. Water that is too hot makes skin feel more dry and itchy.

**Heart attacks:** These are more common in winter. This may be because cold snaps increase blood pressure and put more strain on the heart. Your heart also has to work harder to maintain body heat when it's cold.

**Top tip:** Stay warm in your home. Keep the main rooms you use at 21C (70F) and use a hot water bottle or electric blanket to keep warm in bed. Wrap up warm when you go out and wear a hat, scarf and gloves.

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

In September 2018, 147 patients failed to turn up for their appointment with a GP or Nurse.

Please let us know if you cannot make your appointment, we can then offer this to someone else!