



HOLSWORTHY MEDICAL CENTRE



www.holsworthymedicalcentre.co.uk

@HolsworthyMC1

NOVEMBER 2017

NEWSLETTER 47

Your Doctors

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Dr. Green-Armytage

Dr. Andy Brown

Dr. Stone

Dr. Alexandra Brown

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Practice Manager

Jane Wells

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OPENING TIMES

8.30 to 6pm

Monday to Friday.

*Urgent line only between
5 & 6pm*

ADVANCED NOTICE of CLOSURE

TRAINING DAY

**Wednes. 31st January
from 12.30pm**

OUT OF HOURS

For urgent advice and treatment: call NHS 111 on 111 from Devon addresses or 0845 6710270 from Cornwall addresses. Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.



Stay Well This Winter COPING WITH COLDS

Fed up of having a runny nose? Sick of sneezing? If you've got a cold what can you do to help yourself?

REST: get some rest until you feel better, giving your body time to fight the germs.

DIET: Eat healthily, including at least 5 portions of fruit and veg a day. Fruit high in Vitamin C can be a great help—try honey and lemon: a teaspoon full of honey and the juice of a lemon in a mug of hot water!

FLUIDS: Drink plenty of fluids to replace those lost from sweating and a runny nose—at least 6 to 9 glasses of fluid in a day will help.

When to get help: if you get a very high fever of 39°C, if you're feeling unusually confused or disorientated, if you find it difficult to catch your breath, if you notice any swelling in your neck or armpits, if your symptoms last longer than 3 weeks.

Visit www.nhs.uk/staywell for more information.

Do you know that you do not need to see the doctor for coughs and colds?

Coughs and colds are infections which are caused by viruses, so antibiotics will not work.

You do not need a prescription for cough and cold remedies.

Community pharmacists can offer advice on how to treat your symptoms. Many treatments are available for little cost from your community pharmacy.

Please help us save NHS resources which could be invested in improving local healthcare services.

Taking ANTIBIOTICS when you don't need them puts you and your family at risk

Antibiotics are needed for serious bacterial infections including:

- Sepsis,
 - Pneumonia,
 - Urinary tract infections,
 - Sexually transmitted infections,
 - Meningococcal meningitis.
- BUT not for colds and flu.*

Always take your Doctor's or Nurse's advice.

QUICK IN, CHECK IN!

Please can we ask as many patients as possible to try to use the patient check-in screen. This allows quick access to appointment and saves unnecessary queues at the desk. With the large number of clinics currently being held at the surgery should you need to check in via reception, please know WHO your appointment is with so we can help you more easily.



CHILDREN'S FLU VACCS

All children who qualify for a free flu vaccination done via nasal spray will have received an invitation to attend the surgery. Children aged 4 to 8 years will be called via their schools and catch-up sessions arranged through the school. Unfortunately we are not able to provide these at the medical centre.



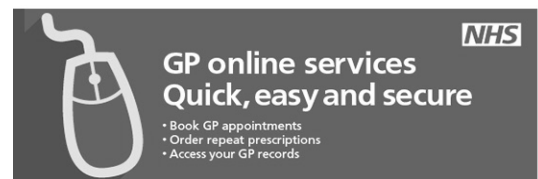
Repeat Dispensing?

We are always looking at ways to improve the patient experience and reduce the time spent authorising the issue of regular repeat medication. Some patients who use certain medications regularly may be able to benefit from the **Electronic Repeat Dispensing (eRD)** service. This means patients don't have to re-order prescriptions for **regular** medicines every time they are needed, and your GP is able to re-authorise 6 months of medications at a time. If you think this may apply to you, and you think you may benefit from this method of ordering please ask at the desk and your name can be put forward to our Clinical Pharmacist, John Green .

Please note:

- ** Not all medications are suitable to be issued in this way.
- ** Medications needed 'as and when' will still have to be ordered separately.
- ** You will still have to collect your medication on a monthly basis from your chemist.
- ** You should always have your medication reviewed on an annual basis with either your own GP or John Green.

GO ON-LINE. You know you want to!



On-line access to book appointments, manage regular prescriptions and access brief medical details is available to all registered patients. New patients are usually registered automatically, unless they request to opt out.

If you would like to register for on-line access and haven't already done so please ask at the desk.

You will need to provide ID, ideally photo ID, or two other forms of ID with your name and address on. Once you have been given your initial user name and password you will be able to manage your account via a computer or other electronic device.

Please note: we will only be able to give the on-line log-in details to the person to whom they belong for patient confidentiality reasons.

SAMPLE SUGGESTIONS!

If you have been asked to bring a sample to be sent off for testing please make sure you have your name and date of birth on it. We do have lots of patients with the same name and will not be able to send off unless we can identify who has sent it in! All samples are sent off 11-11.30am.



Parents wanting to manage their child's appointments and medication requests will need to fill out a **proxy access form**.

If you are finding it hard to manage things on-line yourself and wish to nominate someone else (usually a relative) to help you with this then please ask for a proxy access form also. You can then sign to say that you give consent for someone to access your basic details *to make appointments and request medications only*. Proxy access forms are available from the reception desk.