

Woodlea House surgery Newsletter

Welcome to our Autumn 2015 issue:

The winter months are looming fast and our Flu Clinics are imminent. Please find information below of the clinics and why not visit the website for details of all our vaccination programmes: www.woodleahouse-surgery.co.uk

The surgery also has a Facebook page and we would appreciate as many 'likes' as possible.

The National Flu immunisation programme 2015/2016:

The following people are eligible for flu vaccination:

Those aged 65 years and over.

Those aged 6 months to under 65 in clinical risk groups as listed below:

- Pregnant women
- All 2,3,and 4 year olds
- Those in long stay residential care home
- Carers registered with the practice

Risk groups 6 months to 65 years include:

- Chronic heart disease
- Chronic respiratory disease
- Chronic Kidney disease
- Chronic Liver disease
- Patients who are diabetic
- Patients with immunosuppression
- Patients with chronic degenerative neurological disease including:
 - stroke
 - TIA
 - cerebral palsy
 - MS

We will be holding clinics on:

- Saturday 10th October 2015 (9:00am – 11:00am)
- Saturday 24th October 2015 (9:00am – 11:00am)

Please contact the surgery to book your appointment. If you cannot make the designated clinics please ask when you have your routine appointment or book a routine appointment with the Practice Nurse.

Flu Vaccines 2, 3 and 4 year olds 2015

Background

The Department of Health have recommended that the seasonal flu programme should be extended to children aged 2 – 17 years. This is in order to lower the impact of flu on children and lower flu transmission to other children, adults and those in clinical risk groups of any age.

Vaccine

Fluenz is the recommended vaccine; this is administered as a nasal spray and is given as a single dose. It is a live vaccine.

When can I book my child for this vaccine?

The surgery will be organising clinics sometime in October, the dates of which will be posted in the surgery and on the website. If you are unable to attend the clinic the Practice Nurse will administer the vaccine opportunistically.

Please see www.nhs.uk/child-flu for more information.

Patient Information:

Colds and Flu advice:

Please follow the link or ask for more information at reception. We also have various leaflets available in the waiting area.

<http://www.nhs.uk/Livewell/Coldsandflu/Pages/Coldsandfluhome.aspx>

Treating your Infection:

Please take the time to read our patient information article:

Colds, most coughs, sinusitis, ear infections, sore throats and other infections often get better without antibiotics, as your body can usually fight these infections on its own.

The more we use antibiotics, the greater the chance that bacteria will become resistant to them so that they no longer work on our infections.

Antibiotics can cause side effects such as rashes, thrush, stomach pains, diarrhoea, reactions to sunlight, other symptoms, or being sick if you drink alcohol with metronidazole.

Therefore please consider the following advice before contacting the surgery.

Your Infection	Usually lasts
Middle-ear infection	4 days
Sore throat	7 days
Common cold	10 days
Sinusitis	18 days
Cough or Bronchitis	21 days

How to treat yourself better for these infections, now and next time:

- Have plenty of rest
- Drink enough fluids to avoid feeling thirsty
- Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both)
- Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. You can use paracetamol or ibuprofen if you or your child are uncomfortable as a result of a fever. As always if you have any concerns taking any medication please ask your pharmacist or GP for advice.

Friends & Family Test – Gentle reminder

The Friends & Family Test becomes a contractual requirement for GP Practices from 1st December 2014.

What is the Friends and Family Test?

The Friends and Family Test is a feedback tool which offers patients of NHS-funded services the opportunity to provide feedback about the care and treatment they have received. The FFT tool combines a simple question, asking patients how likely they would be to recommend the service they have received to their friends and family, with at least one supplementary follow-up question to enable patients to provide further detail about their experience. The introduction of the FFT across all NHS services is an integral part of “Putting Patients First”, the NHS Business Plan for 2013/14-2015/16. From December therefore, we will be asking patients who have a consultation with a doctor or nurse at the surgery if they could take the time to answer these questions by completing the questionnaire on our I-Pad with is situated just before you get to the doctor’s consulting rooms.

This information is collated monthly and the total number of responses are submitted back to NHS England.

Carers Support Service

If you are looking after a partner, relative, child, neighbour or friend who is ill, disabled or frail then you are a carer. There is lots of support and workshops for you. Look out on the ‘Carers Support’ notice board in the surgery or contact the service on 0300 028 8888, or email on info@carerssupportservice.org.uk – they care so you can care.

Patient Access

UPDATE: YOU CAN NOW SEE YOUR MEDICATION, ALLERGY INFORMATION and BOOK APPOINTMENTS

REMEMBER OUR NEW SERVICE we are offering called Patient Access this is where you will be able to **book selected appointments** with the clinicians and **request your repeat prescriptions on-line**. A number of patients have already registered and we urge you to do the same just ask a member of the reception team.

These posters promoting Patient Access are dotted around the surgery to remind you to join up!

Register for **Patient Access** today AT WOODLEA HOUSE SURGERY

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- Free mobile app
- **To register, just ask at reception**



Don't forget our website for all your surgery information and health advice www.woodlea-house-surgery.co.uk

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If you would like to ask us about any non-clinical, relevant information that you feel would be beneficial for our patients we can include a question and answer section in our next newsletter, please use this tear off slip and hand in to the reception staff. Alternatively if you are reading this hard copy in the waiting room ask the receptionist for a piece of paper.

Question:-