



Autumn 2016 Edition 13

Team news

- Dr Hannah Noble returned from maternity leave in May 2016
- Dr Sab Tank joined our team as a salaried GP in May 2016
- We currently have two GP Registrars at the practice – Dr Mithun Biswas has returned (and will be with us until August 2017) and Dr Manish Patel (who will be with us until December 2016)
- Dr Neha Popat and Dr Liz Theivendren will both return to the practice as GP Registrars in December 2016 and be with us for at least a year
- We have recruited a Nurse Manager who will start at the practice at the end of September 2016. Dominic Purnell is an Advanced Nurse Practitioner and an independent prescriber, he is currently working in the A&E department at Queen's Medical Centre, Nottingham
- Two of our Healthcare Assistants are currently undergoing further training. Rebecca is working towards her Level 4 diploma and Nicola is working towards her Level 5 Assistant Practitioner diploma – we wish them both every success in their studies
- Laura, our Administration Supervisor will be returning from maternity leave in November 2016

Telephone Triage

In June 2015, we introduced telephone triage. This service is for patients who require a same day appointment, they will be asked for their telephone contact details and the On Call doctor will call them back to assess their problem. The outcome could be that the doctor will book them an appointment with either themselves or another member of our clinical team on the same day or at a time when they feel is clinically appropriate in the future. Through their telephone consultation with you it may be possible for you to receive advice, medication or fit notes without the need to attend the surgery.

Flu, pneumo and shingle vaccinations

We are holding a clinic on Saturday 24th September 2016, if you are unable to attend this event then please contact reception to enquire about an alternative appointment for those who are eligible.

Winter Health

- **Keep moving**

Staying active is not only essential for your general wellbeing and fitness - it also generates heat and helps to keep you warm.

When you're indoors, try not to sit still for more than an hour. Get up and walk around, make yourself a warm drink and spread any chores throughout the day.

Chair-based exercises are helpful if walking is difficult, along with moving your arms and legs and wiggling your toes.

- **Eat well**

Hot meals and drinks help to keep you warm, so eat at least one hot meal each day and have hot drinks during the day. Having a hot drink before bed and keeping one in a flask by your bedside are good ideas too.

Include a good range of foods in your diet and aim for five portions of fruit and vegetables each day so that you're getting plenty of nutrients and vitamins. Remember that frozen vegetables are as good as fresh.

It's important to eat enough, especially in winter. If you're worried about a poor appetite, speak to your GP.

- **Give up smoking**

This is a good thing for your overall health, as smoking lowers your immune system and can cause serious health conditions. After you stop smoking, you'll quickly notice that your breathing is easier and that doing any exercise is more comfortable.

Ask your GP practice about NHS services to help you give up. Call the free NHS Smokefree helpline on 0300 123 1044.

- **Protect yourself against chilblains**

Chilblains are itchy red swellings that occur when your skin gets cold and you try to warm up too quickly, often by sitting close to a radiator or other source of heat.

If you suffer from these, dab the swellings with calamine or witch hazel to reduce itching, but don't scratch them as this could cause an infection.

To help prevent chilblains, keep your whole body warm at all times.

Speak to your pharmacist for advice on treating chilblains and to your GP if you regularly get them or have diabetes.

- **Take care when driving**

If you absolutely have to drive in bad weather, make sure you allow extra time for your journey. Tell someone your destination and when you expect to arrive. Always fully charge your mobile phone before you set off on a journey and make sure you have warm clothes, boots, food, water, a torch and a spade in case you need them.

- **Keep your spirits up**

It's not unusual to feel a bit down in winter – particularly when the days are short and it can get dark by 3.30pm. It helps to do something you enjoy every day.

Try to keep to your usual routine and if you can't visit friends or family, phone or Skype them regularly. If possible, go for a short walk in the middle of the day, if it's not too cold, or at least go outside while there is daylight.

If you feel down for several weeks and it's stopping you going out, making you feel listless and lacking in energy, it's very important to share these feelings with someone – perhaps a friend or your GP.

For more information about staying healthy during the winter, see our free information guide [Winter wrapped up](#).

Get more information about your health over the winter period from <http://www.ageuk.org.uk/health-wellbeing/keeping-your-body-healthy/winter-wrapped-up/staying-healthy/>

Carer's Clinic

We are pleased to announce that we now hold monthly Carer's Clinics on the last Wednesday of each month. The clinics are for patients who are carers – advice and support will be given in relation to other services available to carers. Please contact reception to be added to our Carer's register if you think this applies and would be useful to you.

Electronic Prescription Service (EPS)

Earlier this year the Electronic Prescription Service was introduced, this means that a patient can nominate a pharmacy and if the medication is appropriate it can be electronically signed by a GP and sent to the pharmacy of your choice without the need for the traditional green prescription. All medication is not available electronically and therefore on occasion a patient may request a list of repeat medication and some will have been sent to your nominated pharmacy electronically and others will be printed on a green prescription. There are many benefits of EPS and in time more and more medication will be introduced online however at present this hybrid system is causing confusion in some instances. The surgery and Masons are working closely together to try to minimise any disruption to patients however should you have concerns, then please let us know. In all instances patients still need to order their medication either with the surgery or

pharmacy and our advice would be to order you medication in good time – please allow at least 48 working hours to process your repeat prescription requests and 72 hours for those medications that are not on repeat. This is particularly important over holiday periods.

Patient Participation Group (PPG)

We have a very active patient group working with the surgery to make a difference and to make the practice as efficient as possible for all concerned. If you are interested in taking part in what concerns you at the practice and coming together with us to make a difference, then please speak to reception or ask for the Practice Manager for information and dates of forthcoming meetings. We look forward to welcoming you to our informal meetings.

The next PPG meeting is on 23rd November 2016 from 1pm to 2:30pm at the surgery. All registered patients are welcome to attend the meeting, your input is very important to us. Please contact reception to confirm your attendance.

CADRIS (Coalville and District Relief in Sickness)

CADRIS (Coalville and District Relief in Sickness) are a local charity that has a sum of money to help people who face financial problems brought on by their medical condition or illness. The criteria is that all applicants should live in the old Coalville Urban District Council area, for more information contact 01530 831831.

Patients who do not attend their appointment

A reminder that if a patient misses two appointments in a month they will be written to and reminded of their non-attendance and informed that if they miss a further appointment within a month or are persistently missing appointments they will be invited into the surgery to discuss their future at the practice.

Care Quality Commission (CQC) www.cqc.org.uk

The Care Quality Commission is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings to help people choose care. All surgeries will be inspected and we are preparing for ours in the near future. Our rating will eventually be published on our website and on CQC's website.