

The Old School Surgery NEWSLETTER

www.theoldschoolsurgery.com

Issue 1, March 2020



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Active Signposting	1	Active Signposting is a process whereby the receptionist has been trained in asking appropriate questions of the patient about the reason for the appointment. They have been asked by the doctor to ask these questions in order to signpost patients to the best clinician for their needs. This does not mean that the patient has to accept an alternative to a GP, but gives them an option. All information asked is done so in a professional manner and is kept confidential. Please do provide this information where possible.
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Coronavirus

NHS 111 has an [online coronavirus service](#) that can tell you if you need medical help and advise you what to do.

Use this service if:-

- you think you might have coronavirus;
- in the last 14 days you've been to a country or area with a high risk of coronavirus;
- you've been in close contact with someone with coronavirus.

DO NOT go to a GP surgery, pharmacy or hospital. Call [111](tel:111) if you need to speak to someone.

Active Signposting

Doctors

We said goodbye to our two salaried GP's who both left in December 2019 to spend more time with their families. Both doctors will be missed by staff and patients.

In January 2020 we welcomed Dr Charlotte Evans who joined us as a salaried GP. She works 8 sessions a week, four full days Monday to Thursday and in February 2020 we also welcomed Dr Rachel Ford who joined us as a salaried GP. She works 7 sessions a week, 3 half days Monday to Wednesday mornings and 2 full days, Thursday and Friday.

Staff Retirements

Two members of our reception team have recently decided to retire to spend more time with their families. Pauline retired last December.

Julie is retiring at the end of March 2020. Julie has been with the surgery for 20 years.

Both ladies will be greatly missed but we wish them both a long and happy retirement.

PPG

We are always looking for new members to attend our PPG (Patient Participation Group). We meet every two month's on the last Tuesday of the month. The next meeting is on Tuesday 31st March at 12.30pm at Stoney Stanton library. Please contact the surgery if you would like any more information.

Prescriptions

Have you got a nominated pharmacy?

Please let us know if you would like to nominate a pharmacy for us to send your prescription to for dispensing.

Online Services

Have you got an online account?

Book appointments, order prescriptions, view your record/test results etc. Please ask reception to register you for online services. You will be given a username and password to access the service.

Antibiotics

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

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness. Take your doctor's or nurses advice when it comes to antibiotics. No one likes being sick and it's especially upsetting when your child is poorly.

REMEMBER IF YOU ARE FEELING UNWELL, ANTIBIOTICS ARE NOT ALWAYS NEEDED.

How to look after yourself and your family

If you or a family member are feeling unwell, have a cold or flu and you haven't been prescribed antibiotics, here are some effective self-care ways to help you feel better:-

- Ask your pharmacist to recommend medicines to help with symptoms or pain.
- Get plenty of rest.
- Make sure you or your child drink enough to avoid feeling thirsty.
- Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. You can use Paracetamol if you or your child are uncomfortable as a result of a fever.

Make sure to use a tissue for your nose and wash your hands frequently to avoid spreading your infection to family and friends.

How long should my symptoms last for?

Here are a few guidelines to help you judge how long some common illnesses and symptoms should last for:

Common Illnesses	Most people are better by
Earache	8 days
Sore Throat	7-8 days
Sinusitis (adults only)	14-21 days
Cold	14 days
Cough or Bronchitis	21 days

If you're not starting to improve by these guide times, contact your GP.

WHEN ANTIBIOTICS ARE NEEDED

Antibiotics are needed for serious bacterial infections including:

- Sepsis
- Pneumonia
- Urinary Tract Infections
- Sexually transmitted infections like gonorrhoea
- Meningococcal meningitis

If you are worried, speak to a doctor who will be able to advise you on the best treatment for your symptoms.

Remember, never share antibiotics or keep for later use.

Abuse to Staff

The surgery has a Zero Tolerance Policy and any form of threatening or abusive behaviour, whether it be verbal or physical is wholly unacceptable. We also reserve the right to remove you from our practice list.

Please remember that we are here to help you. All that we ask is that our patients act reasonably and are considerate of the demands they make of us.

#bekind

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Genvasc Study

This practice is participating in a research study called GENVASC.

The purpose of the study is to help determine whether the addition of generic information can improve risk prediction of Coronary Artery Disease (CAD).

This study is led by Professor Samani from Glenfield Hospital.

The GENVASC study capitalises on the unique opportunity provided by the NHS Health Check Programme, which is being widely promoted and specifically targets all individuals aged 40-74 years who are free of cardiovascular disease.

Consenting patients who are taking part in the NHS Health Check Programme are asked to provide an additional sample of blood to subsequently be used in these trials.

For further information please refer to:
www.tinyurl.com/GENVASC.

Extended Access

We have increased the number of appointments available for you to see a GP in the early mornings, evenings or at weekends across West Leicestershire.

Depending on your individual circumstances and symptoms, we may offer you an 'extended access' appointment. Please note however, that these appointments will not be in your usual GP practice and may not be with one of your usual GPs or nurses.

Depending on the reason for your appointment, and if you are in agreement, it may be suitable for you to see an Advanced Nurse Practitioner, instead of a GP.

The clinician you see will be able to access relevant sections of your medical notes and will communicate what has happened during your appointment back to your usual GP practice.

These appointments are available at the following locations:-

- Hinckley and Bosworth Community Hospital
- Loughborough Urgent Care Centre at Loughborough Community Hospital

- Coalville Community Hospital

If you would like to know more please speak to a member of the practice staff.

Repeat Prescriptions

Please allow 5 working days from when you order your medication to collecting it.

This allows the practice to authorise your prescription and then the pharmacy time to order your medication and then make your prescription up.

THANK YOU