

# HOT TOPICS

## Antibiotics!

'**Antibiotic:** A drug used to treat bacterial infections. **Antibiotics** have no effect on viral infections.'

### Why wasn't I prescribed antibiotics?

Many common infections of the nose, throat, sinuses, ears and chest are caused by germs called viruses. Flu-like illnesses are also caused by viruses. Diarrhoea and vomiting are often due to a viral infection of the gut. If you are normally well, your defence (immune) system is good at fighting off many types of viral infection. An antibiotic medicine is not needed if a virus is causing an infection. This is because:

- Antibiotics do not kill viruses. Antibiotics only kill germs called bacteria.
- Antibiotics may cause side-effects such as diarrhoea, rashes, feeling sick, etc.
- Overuse of antibiotics when they have not been necessary has led to some bacteria becoming resistant to them. This means that some antibiotics will not work when they are really needed.

### What if symptoms change?

Occasionally, mild infections caused by germs (viral or bacterial) develop into more serious infections. See a doctor to review the situation if the illness appears to change, becomes worse, does not go after a few days, or if you are worried about any new symptom that develops. If your illness has worsened, or if you have developed complications, it may be that you now do need an antibiotic. If this is the case, your doctor will prescribe an antibiotic if it is needed. Occasionally you may be given a "back-up" prescription for an antibiotic to take if your condition gets worse. If this is the case, your doctor will give you instructions so you know in what situation you should start taking the medication. If you are not sure, call or see your doctor for advice.

<https://patient.info/health/treating-your-infection-public-health-england> provides a patient leaflet which provides advice on treating your infection.

All information/statistics provided are from <https://patient.info/health/why-wasnt-i-prescribed-antibiotics>



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ISSUE 01

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## Practice News Letter – Autumn 2017

# It's Flu Season!



**If you are eligible for the flu vaccination the practice will be contacting you asking you to book in for a flu vaccination.**

If you are over the age of 65, pregnant, have asthma, COPD, chronic heart disease, chronic kidney disease, Parkinson's, motor neurone disease, multiple sclerosis. Diabetes, issues with your sleep, a weakened immune system result of a condition or medication e.g chemotherapy, seriously overweight (BMI of 40 or above), live in a residential home, a main carer for an elderly or disabled person then you **are** eligible for a flu vaccination.

### Why you should consider the flu vaccine:

**Your immunity wanes as you get older** - Even if you have never had a day's illness in your life, your chance of catching flu increases as you get older.

**People with chronic conditions are more likely to get the flu** - It has long been known that flu-related illnesses are commoner in people who already have long-term conditions.

**The benefits outweigh the risks** - "It is crucial that we remember that vaccination remains the best protection we have against the unpredictable flu virus," Dr Christopher Chiu.

**The flu can be fatal** - Studies found that of the 250,000-500,000 people who die across the world from influenza every year, 90% are over the age of 65. If that statistic doesn't get you rolling your sleeve up, I don't know what will.

### **Please check at reception if you are eligible for a flu vaccination.**

Information/statistics provided from <https://patient.info/health/influenza-and-flu-like-illness/features/why-you-should-consider-the-flu-vaccine>

## Who's who at the practice?

### Doctors:

Dr N J Chawda  
Dr M Searancke  
Dr D Jones

### Nurses:

Caroline  
Debra  
Susan  
Jane

### Practice Manager – Kay

### Assistant Practice Manager – Jacquie

### IT Lead - Leighan

### Amin Staff:

Melanie  
Michaela  
Rachel  
Debbie

### Secretaries:

Marie  
Caroline  
Housekeeping staff:  
Rose



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## Welcome to our Practice Newsletter ☺

### Practice Opening Times:

Monday—Friday

08.00 - 12.45— 1.45 - 18.00 We are closed Bank Holidays

Most appointments are made from 8.00 each morning on a first come first served basis so ring early to avoid disappointment.

### Friends and Family Results

Percentage of patients who are "Likely to recommend" us to friends and family in September was 89%. The Friends and Family Test Score is calculated using the proportion of patients that would strongly recommend the practice minus those who would not recommend, or who are indifferent. Thank you for all your comments. We will take every comment on board to help us improve the service we offer.

The practice operates a **zero tolerance policy** and any patient that is violent or abusive to any member of staff may risk being removed from the practice list. Be polite to the staff as they are just doing their job.



Please visit our website <https://www.whitwickroadsurgery.co.uk/> for information including our online access which allows you to -

Appointments



Book appointments online

Prescriptions



Order repeat prescriptions online

Medical Record Summary



View a summary of your medical record online



Whitwick Road Surgery  
CQC overall rating

Good

8 July 2016

Are you 70, 71, 72, 73, 74, 75 born before 2/9/42 78, 79? You are eligible for the **shingles** vaccination!  
Please contact reception to book in!

"I WOULD LIKE TO SAY A MASSIVE THANK YOU TO THE DOCTOR AND THEIR TEAM: THEY ARE A TRUE REFLECTION OF THE NHS AT ITS BEST"  
– ANNOYING FEEDBACK ON NHS CHOICES



## Prescriptions

### How do I get a repeat prescription?

**You do not need an appointment to see a doctor to get a repeat prescription.**

When ordering medication there are several ways you can request them: you can hand in your repeat slip with the items you required ticked, you can complete a prescription request form which are provided at reception, you can ring the chemist who you collect your medication from and they can send a request or you can pop a request in one of the letter boxes located both inside and outside the surgery.

**We do not take prescription requests over the phone and haven't done since 2010.**

When ordering your medication please make sure you know which medication you need - it is not up to the reception staff to know which medication you require. If you do not know the name of your medication staff may not feel comfortable requesting your medication and may refuse.

### How long does it take for my prescription to be ready?

48hours not including weekends.

### What is electronic prescribing?

EPS gives you the chance to change how your GP sends your prescription to the pharmacy you choose to get your medicines from. You will not have to visit the surgery to pick up your paper prescription. Instead, it will be sent electronically to the pharmacy you choose. You will be able to choose any pharmacy close to where you live or work. Please ask your pharmacist to join their electronic system.