

Some useful tips for a happy and healthy holiday!

- Get your medication ordered – We need 48 hours to prepare a prescription.
- If you need urgent medical attention and we are closed call 111 they will provide free medical advice. If you need non-urgent attention please visit a pharmacy – they can provide information on coughs, colds, sore throats, ache pains, healthy eating, stopping smoking and more.
- Keep warm to help prevent falling ill with non-serious conditions such as a cold or serious conditions such as a heart attack or stroke. Look out for your friends, family and neighbours to check they are doing the same.
- Make sure your medicine cabinet is stocked up and check the sell by dates.
- Try not to overindulge with food and drink. Everyone deserves a treat but be aware of your food and alcohol consumption.
- Stay active. A small amount of physical activity is better than none.
- Take some time for yourself. Some simple breathing exercises can help or try taking 10-15 minutes away from everything.
- Try and get some sleep. Better quality sleep can be achieved by keeping to a regular sleep routine, consuming less alcohol, exercising and relaxing before bed time.
- Not everyone has people to spend time with over the holiday periods. If you are feeling lonely there are lots of options for volunteer work. If you have relationship problems with someone use the holiday period as an opportunity to talk through the issues.

**We hope all our patients stay safe over the holidays.
Merry Christmas and a Happy New Year from Whitwick Road Surgery.**

You do not need an appointment to request repeat medication, request a sick note, chase an existing referral or anything dental. If patients use an appointment for any of the above reasons it is wasting one of our appointments. These queries can be dealt with without an appointment with a doctor. Sick notes can be done over the phone, prescriptions are requested at reception, chasing a referral is done through the secretaries and a doctor will not deal with dental issues. Please do not waste our 10 minute appointments when someone in need could use.

Whitwick Road Surgery

Dr N J Chawda
Dr M Searancke
Dr D Jones

Whitwick Road Surgery
Whitwick Road
Coalville
Leics LE67 3FA

Telephone: 01530 836507
Fax: 01530 836615
<http://www.whitwickroadsurgery.co.uk>



CONTENTS	PAGE
Look after yourself	1
The Practice	2
Summary Care Records	3
Healthy Holidays	4

ISSUE 02

Winter
2017

Practice News Letter – Winter 2017

LOOK AFTER YOURSELF THIS WINTER!

How to look after yourself and your family:

If you or a family member is feeling unwell, have a cold or flu 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:
Earache (*middle ear infection*): 8 days
Sore throat: 7– 8 days
Sinusitis (*adults only*): 14 – 21 days
Cold: 14 days
Cough or bronchitis: 21 days

Antibiotics are only needed for serious bacterial infections including:

- Sepsis, Pneumonia, Urinary tract infections, sexually transmitted infections like gonorrhoea and Meningococcal meningitis.

For more information visit
www.nhs.uk/keepantibioticsworking

These symptoms are possible signs of serious illness and should be assessed urgently:

1. If your skin is very cold or has a strange colour, or you develop an unusual rash.
2. If you feel confused or have slurred speech or are very drowsy.
3. If you have difficulty breathing. Signs can include: breathing quickly, turning blue around the lips and the skin below the mouth and skin between or above the ribs getting sucked or pulled in with every breath.
4. If you develop a severe headache and are sick.
5. If you develop chest pain.
6. If you have difficulty swallowing or are drooling.
7. If you cough up blood.
8. If you are feeling a lot worse.

If you or your child has any of these symptoms, are getting worse or are sicker than you would expect (even if your/their temperature falls), trust your instincts and seek medical advice urgently from NHS 111 or your GP if a child under the age of 5 has any of symptoms 1–3, go to A&E immediately or call 999.

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 & Mandy



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.

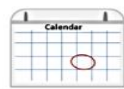
Friends and Family Results

Percentage of patients who are "Likely to recommend" us to friends and family in November was 96%. 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

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"

— ANNOYNOUS FEEDBACK ON NHS CHOICES



Summary Care Records

NHS in England has introduced the Summary Care Record, which will be used in emergency care. The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely. Your summary care record will be **available to authorised healthcare staff providing your care anywhere in England only** but they will ask your permission before they look at it. This means that if you have an accident or become ill, **healthcare staff** treating you will have immediate access to certain important information about your health. Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian completes an opt out form on their behalf requesting us to consider opting them out. If you are the parent or guardian of a child under 16 and feel that they are old enough to understand then you should make this information available to them.

We encourage patients to give or refuse their consent by informing the practice by completing one of our consent forms obtainable from the practice. For more information please ask at the practice, visit the website noted above or telephone the dedicated NHS Summary Care Record Information line on 0300 123 3020.

Please be aware of the following dates to submit your prescription requests by to guarantee them to be ready for collection over the Christmas & New Year period:

Tuesday 19th December to guarantee by Friday 22nd December
Wednesday 27th December to guarantee by Friday 29th December

CHRISTMAS/NEW YEAR OPENING TIMES

Friday 22nd December – open as normal
Monday 25th December – **CLOSED**
Tuesday 26th December – **CLOSED**
Wednesday 27th December – open as normal
Thursday 28th December – open as normal
Friday 29th December – open as normal
Monday 1st January – **CLOSED**
Tuesday 2nd January – open as normal



Whitwick Road Surgery
CQC overall rating

Good

8 July 2016