

Rosgarth & Siddal Surgery

April 2018

Spring Newsletter 2018

Appointments

Online Access

"Book appointments
order repeat prescriptions
24 hours a day"

On-line we are happy to offer an on-line appointment booking system We are constantly reviewing our appointment book and as a result of your recent feedback will be releasing more online appointments. These will be available to book one month in advance and from Sunday evenings at 6pm for the coming week. We will also release extra appointments every evening at 6pm to book for the next day.

If you are not already registered for on-line access, speak to our receptionist who will be happy to help you.

Booking appointments our standard appointments are 10mins. If you have more than one issue to discuss please mention this to receptionist when booking your appointment they can then arrange a double appointment for you. We do have some advanced appointments which can be booked for up to 4 weeks ahead. Please note waiting times are longer to see a GP of your choice. If you are unwell and need to be seen by a GP on the day and we have no available appointments, the receptionist will ask for a brief description of the problem and your contact number. Please note this is at the GPs request. this will allow the GP to triage your request accordingly. One of the GPs will call you back during the day; they will give you advice over the telephone and arrange an appointment if required.

Home Visits If you are too ill to travel to the practice and feel you need a home visit, please telephone the surgery BEFORE 10AM. One of our GPs will ring you back to discuss

"Please cancel appointments that you can't attend. Patients that are ill could be booked into these appointments"

Annual Chronic Disease Reviews

If you have a specific condition such as Asthma, COPD, problems with your heart, diabetes or any other condition that requires annual reviews. You will be invited for your review in the month of your birth. Regular review with the practice nurse who specialises in the monitoring of these conditions is essential. Please make sure you are up to date with your reviews as this will ensure you are on the best medication for your conditions. If you have not had a review in your month of birth, please ring and book an appointment with a member of the nursing team.

Travel Vaccinations Prior to your appointment a questionnaire must be completed. Please complete the forms at least 8 weeks before your travel date. If you are travelling within 6 weeks and have not made an appointment you may be advised that it is too late to see the practice nurse – you will be given the details of a travel clinic where you will be able to receive the vaccinations.

Test Results Test results can be obtained 1 week after having your test. Please telephone between 2 - 4pm to enquire about your test results, as our reception staff will have more time to deal with your request between these times. *If you call the surgery for a result, please remember that members of the reception team are not medically trained and cannot interpret results for you. It is the patient's responsibility to contact the surgery for their result.*



Patient Participation Group We would like to know how we can improve our service for our patients. To help us with this, we would like patients to join our virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys clear and concise we don't want to take up too much of your time. If you are happy for us to contact you occasionally by email please complete a sign-up form which is available from reception.

Thank you

Can the Pharmacist help with your symptoms?



Did you know : Your local pharmacy can give you advice and, if needed, medicines for common illnesses, so you don't have to make an appointment with your GP.

Aches and pains	Upset stomach	Hayfever and allergies
Cold sores	Teething & toothache	Head lice
Constipation	Travel medicines including travel sickness	Piles (haemorrhoids)
Dandruff	Athlete's foot	Skin rashes including nappy rash
Mild dry skin	Colic	Sore throat
Fungal nail infections	Coughs and colds	Threadworm
Headache and migraine	Diarrhoea	
Heartburn and indigestion	Ear wax	

If they think you need to see a GP for your illness, they will advise you to do that.

Hayfever is a common condition also known as seasonal allergic rhinitis and affects around 1 in 5 people in the UK. It is an allergic condition where the body's immune system overreacts to substances that are usually harmless, for example pollen from grasses, flowers, weeds or trees. The pollen causes the release of a chemical called histamine from cells in the nose, eyes and airways, which cause inflammation.



This is called perennial allergic rhinitis. Symptoms include:

- ⊗ Sneezing
- ⊗ Itchy, blocked or runny nose
- ⊗ Red, itchy, puffy or watery eyes

Managing your hayfever: The severity of symptoms can vary. Some people need medication to manage their symptoms and others can manage their condition by avoiding triggers. If treatment is needed a wide range of medications can be purchased from community pharmacies and supermarkets without seeing a doctor. These medicines are often cheaper than medicines on prescription. How can I avoid triggers?

- Keep house and car windows closed, especially when the pollen count is high (early morning between 7am to 9am and evenings between 5pm and 7pm).
- Avoid large grassy areas, woodland, cutting the grass, pollutants and car fumes.
- Wear wrap-around sunglasses.
- When you get in from outside wash your hands, face, hair, rinse your eyes and change your clothes.
- If possible stay indoors when the pollen count is high.
- Use petroleum jelly inside your nose to block inhalation of pollen.
- Keep your house clean and wear a mask and glasses when doing house work.
- Don't dry washing outside to avoid pollen sticking to your clothes.
- You could buy a pollen filter for the air vents in the car.

"Speak to your local pharmacy for advice"

What treatments can I buy? Speak to a local pharmacist to get advice on the best treatment for your symptoms and always read the patient information leaflet that is included with the medicine. These treatments are usually cheaper to buy than get on prescriptions, and in the vast majority of cases are identical to those available on prescription.