

# WELLINGTON ROAD FAMILY PRACTICE

## PATIENT NEWSLETTER AUTUMN/WINTER 2019



### Flu Vaccination Time

Once again this year we will be going ahead with our annual influenza vaccination programme towards the end of September and during October. The seasonal flu jab is the best way to protect yourself from influenza and its potential complications. The NHS continues to offer flu vaccination free of charge to people who are at risk.

You are eligible to receive a free flu vaccination if:

- you are 65 years of age and over,
- you are a child aged 2 and 3 on 31.8.19 (by your GP Practice)
- you are a child aged 4-10 -(by your primary school)
- you are pregnant
- you are living in a long stay care home
- you are a carer
- you are between ages 6 months and 65 in a clinical risk group.



Clinical risk groups include:

- Chronic respiratory disease e.g. asthma
- Chronic obstructive pulmonary disease
- Chronic heart disease
- Chronic liver or kidney disease
- Chronic neurological illness e.g. Parkinson's or Motor Neurone Disease
- Diabetes
- A weakened immune system due to disease or treatment

Full details of eligibility are on [nhs.uk](http://nhs.uk) website

Please keep an eye for notices in the surgery for dates and times when we will be offering flu vaccinations or check on our Practice website, [www.wellingtonroadfamilypractice.co.uk](http://www.wellingtonroadfamilypractice.co.uk).

## Side Effects of Medication

Managing an illness or long term health condition usually means taking tablets; some tablets can have side effects. It is worth reading the leaflet that comes with your medication. If a possible side effect mentioned on the leaflet starts within hours or days of taking new medication, it might be that the medication is causing the problem. If the apparent side effect happens several months after you've started taking the medication, it is likely to be something else causing the problem. Many side effects wear off within a week or two if you stick with the treatment; some side effects are connected with how you take your medication, e.g. after a meal or at a particular time of day. If you read every possible side effect on the patient information leaflet or on the internet, you would probably never take another pill!! Side effects are divided into:



1 in 10 people likely to experience a side effect, very common,  
1 in 10 to 1 in 100 common,  
1 in 100 to 1 in 1,000 uncommon,  
1 in 1,000 to 1 in 10,000 rare,  
fewer than 1 in 10,000 very rare.

So a common side effect still means that 99% of people will not be affected. To minimise the risk of side effects always check if there are special instructions about how to take a new medication; make sure your GP knows all non-prescription or herbal remedies you are taking; stick to the prescribed dosage and check with the pharmacist if any other factors such as alcohol or certain foods could increase the risk of side effects. If you still think you are experiencing side effects from a new medication, a pharmacist or your doctor should be your first port of call.

## Lasting Power of Attorney (LPA)

A Lasting Power of Attorney (LPA) is a legal document that enables a person to appoint one or more people to help him or her make decisions or make decisions on that person's behalf. The person making the appointment is the 'donor', the people appointed are 'attorneys'. You have to be 18 or over and have the ability to make decisions at the time you make an LPA. There are two types of LPA, property and financial affairs and health and welfare. You can make one or both.

A property and financial affairs LPA enables an attorney to manage property and finances for the donor such as:

- running bank or building society accounts
- paying bills or collecting pension /benefits
- selling your property

A health and welfare LPA enables an attorney to make decisions such as:

- medical care
- moving into a care home
- life sustaining treatment

To register / activate an LPA costs £82 for each LPA.

The Office of the Public Guardian can offer help and guidance, via email on [customerservices@publicguardian.gov.uk](mailto:customerservices@publicguardian.gov.uk) or by telephone on weekdays between 10am and 5pm on 0300 456 0300.

When a health and welfare LPA has been registered with the Office of the Public Guardian, here at the Practice we can add it to your patient record. Our practice does not routinely countersign Power of Attorney documents, in part due to the workload this involves, and because of potential conflict of interest. Full details on the [www.gov.uk](http://www.gov.uk) website.

## National Patient Survey

Every year a GP Practice patient survey is carried out. The results of the 2019 survey have just been published. Wellington Road Family Practice has scored higher than average in every area surveyed. 99% of Wellington Road Family Practice patients who responded to the survey, described their overall experience of Wellington Road as good; the national average overall experience was 83%. GP Practices are judged on access to your GP service, making an appointment, your experience of your most recent appointment, your health as well as your overall experience. To achieve these excellent results for the third year running is outstanding, encouraging and a real boost to morale.

Our aim is always to provide high quality, personalised care and we are delighted that the response from our patients yet again is so positive.

A very big THANK YOU on behalf of the whole team to all our patients who took the time to respond to the survey.

**If you would like to see the full survey results you can find these at:** <https://www.gp-patient.co.uk/>

## Carers

Another positive result has been that we have maintained our Silver Award from the Carers Support Centre with an improved score. The award is given for our work with carers and people living with a dementia and their carers. We are only a few points away from achieving the gold award so that will be our target for 2019/20.

Please let us know if you are caring for a relative, friend or neighbour; we keep a register of carers so that we can provide information and advice, for example if you are a carer you are entitled to a flu vaccination. We can also link you with the local Carers Support Centre if you felt that would be helpful or of course you can contact the Centre directly on 0117 965 2200.



Carers Support Centre  
Bristol & South Gloucestershire

## What to do if You Fall Over

If you have a fall, it is really important to keep calm. If you've not hurt yourself and you feel able to get up, do not get up too quickly. Try to roll on to hands and knees and look for a solid piece of furniture like an armchair or bed. Then hold on to that piece of furniture with both hands and when you are ready, slowly get up. Make sure that you sit down and rest for a good while before carrying on with your daily routines. If you are hurt or cannot get up, try to attract someone's attention; if you wear a pendant alarm round your neck, press the call button. If not, try to crawl to a telephone and call 999 for an ambulance.

If you are on the floor try to reach for a blanket or dressing gown to put over yourself to keep warm. If you are caring for someone it is worth looking at the NHS website for more information and advice, [www.nhs.uk/conditions/first-aid](http://www.nhs.uk/conditions/first-aid) .

## Looking Ahead to Christmas and New Year Opening Arrangements

Probably the last things you will want to be thinking about in September are the Christmas and New Year holidays but as this newsletter covers the autumn and winter 2019, we thought it would be helpful to let you know our opening times. The surgery will be closed on Wednesday 25<sup>th</sup> December and Thursday 26<sup>th</sup> December and again on Wednesday 1<sup>st</sup> January. We will close for routine matters and prescriptions at 1.30pm on Tuesday 24<sup>th</sup> December and Tuesday 31<sup>st</sup> December so please ensure you collect any prescriptions, preferably by the end of the day on Monday 23<sup>rd</sup> December or Monday 30<sup>th</sup> December.

If you need a doctor during the Christmas and New Year holiday period, **please telephone 111.**