

# WELLINGTON ROAD FAMILY PRACTICE

## PATIENT NEWSLETTER AUTUMN and WINTER 2018



### Why A Patient Newsletter?

This is the first edition of our new Patient Newsletter.

It is something that we have wanted to create for some time and our plan now is to produce the newsletter twice a year. We aim to offer information and to keep you in touch with what is going on at Wellington Road Family Practice. We'll try to include any local NHS news or information that might be useful. We'd appreciate your comments please and any topics you'd like us to cover.



### Practice News

We are delighted to inform you that Dr Kate returned to the practice following long term sick leave on the 3<sup>rd</sup> September 2018. Dr Kate would like to thank all patients for their kind thoughts and messages of support; she was overwhelmed with the response that she received.

We are also excited to inform you that Dr Hunt, who provided cover during Dr Kate's absence, will now stay on as a permanent member of the team.

Despite the difficult few months we have had as a practice with Dr Kate being absent we were very pleased that we had been ranked in a National Patient Survey, for the second year running as top practice within South Gloucestershire, Bristol and North Somerset. We are extremely proud of this accolade. Our thanks go to everyone who took the time to respond to the survey. It means a lot to the team to have recognition for the hard work that they all put in.

## Flu Vaccination Time

Once again this year we will be going ahead with our annual influenza vaccination programme during October and November. 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:



- you are 65 years of age and over,
- you are children aged 2 and 3 on 31.8.18,
- you are children in reception class and children in school years 1, 2, 3, 4 and 5
- 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

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).

## Support for Carers

A carer is someone who, without payment, provides help and support to a relative, friend or neighbour who cannot manage without their help; this could be due to age, physical or mental illness, disability or addiction. A carer can be of any age - a young carer is someone under the age of 18 whose life is in some way restricted by taking responsibility for the care of someone and a parent carer cares for a child who is disabled or has special needs which are greater than would be usual for a child of similar age. Bristol and South Gloucestershire Carers Support Centre provides information advice and support to carers. The first point of contact is **Carersline** open every weekday on 0117 965 2200.



The Carers' Support Centre

## Self Care

'Self Care with over the Counter Products' is new NHS guidance. It explains why self-care is a good idea and how we can self-care. Many common conditions can be treated at home with the help of a local pharmacy; over the counter products for things like pain relief, coughs and colds can be bought from pharmacies without prescription and are often cheaper than obtaining them on prescription. To support self-care at home we're advised to keep a well-stocked medicine cabinet to include:

- Painkillers such as paracetamol and ibuprofen
- Antihistamines
- Anti-diarrhoea medicines
- Oral rehydration salts
- Indigestion treatment
- First aid kit including plasters, bandages and a thermometer



For the full list see

[www.nhs.uk/Livewell/Pharmacy/Pages/Yourmedicinecabinet](http://www.nhs.uk/Livewell/Pharmacy/Pages/Yourmedicinecabinet)

Please don't keep medicines or pills beyond their expiry date; please take them to your pharmacy where they will be disposed of safely; and please remember to keep all medications out of the reach of children.

## Unwanted Medication

The best way to dispose of both prescribed medication and medicines bought over a pharmacy or health shop counter that are no longer needed is to return them either to your local surgery or a local pharmacy.



It is best to return unwanted medicines in their original packaging when possible as some medication needs special handling. Please never dispose of medicines down a sink or toilet or with waste that is taken away by refuse collectors because they can become a hazard both to the environment and the water supply.

One of the principal reasons that we only issue prescription medication as a one month supply is to reduce the amount of medicine which is currently not used and therefore wasted.

## Looking Ahead to Christmas and New Year Opening Arrangements



Well it may be a bit early but this is the opportunity for the doctors, nurses and staff at Wellington Road Family Practice would like to wish all our patients and your families a very merry Christmas and a happy New Year. Over the Christmas and New Year holiday period, there will be some days when our surgery will be closed.

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

**The surgery will be closed on Tuesday 25<sup>th</sup> December, Wednesday 26<sup>th</sup> December and Tuesday 1<sup>st</sup> January. We will close for routine matters and medicine collection at 1.30pm on Monday 24<sup>th</sup> December so please make sure that you collect any prescriptions, preferably by the end of the day on Friday 21<sup>st</sup> December.**

## Cold and Flu Advice

As winter months approach, we are moving into the colds and flu season. So it is worth remembering that taking antibiotics for the wrong reason such as against colds or flu is of no benefit to you. This is because colds and flu are viruses and so do not respond to antibiotics. Your best treatment should be to drink plenty of fluids, get as much rest as you can and ask a pharmacist for advice about over the counter remedies to ease your symptoms, such as paracetamol. Even some over the counter symptom relievers can have side effects, so always please check for side effects before taking them. If your symptoms persist and you don't feel that you are getting better, then please phone or visit the surgery for more advice.



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## Antibiotics

Antibiotics are used to treat or prevent some types of bacterial infections. They aren't effective against viral infections, such as the common cold or flu.

Antibiotics should only be prescribed to treat conditions:

- that aren't especially serious but are unlikely to clear up without the use of antibiotics – such as moderately severe acne
- that aren't especially serious but could spread to other people if not promptly treated – such as the skin infection impetigo or the sexually transmitted infection chlamydia
- where evidence suggests that antibiotics could significantly speed up recovery – such as a kidney infection
- that carry a risk of more serious complications – such as cellulitis or pneumonia

## Antibiotic resistance

Antibiotics are no longer routinely used to treat infections because:

- many infections are caused by viruses, so antibiotics aren't effective
- antibiotics are often unlikely to speed up the healing process and can cause side effects
- the more antibiotics are used to treat trivial conditions, the more likely they are to become ineffective for treating more serious conditions

For example, antibiotics are no longer routinely used to treat chest infections, ear infections in children and sore throats.

## More About The NHS 111 Service

When our surgery is closed please dial or redial the Freephone telephone number 111. Please use the NHS 111 service if you urgently need medical help or advice but it is not a life threatening situation.

So call 111 if:

- You need medical help but it is not a 999 emergency,
- You don't know if you should be going to A&E,
- You have a medical issue that needs urgent attention but you don't know who to call,
- You need health information or reassurance about what to do next.



## **Telephone Numbers That May Be Useful**

<b>Age UK South Glos</b>	<b>01454 411707</b>
<b>Alcoholics Anonymous</b>	<b>0800 917 7650</b>
<b>Alzheimer's Society Bristol &amp; South Glos</b>	<b>0117 961 0693</b>
<b>Care Forum</b>	<b>0117 965 4444</b>
<b>Carers Support Centre Bristol &amp; S Glos</b>	<b>0117 965 2200</b>
<b>Childline</b>	<b>0800 11 11</b>
<b>Citizens Advice Bureau</b>	<b>03444 111 444</b>
<b>CRUSE (Bereavement)</b>	<b>0117 926 4045 or 0808 808 1677</b>
<b>Domestic Violence National Helpline</b>	<b>0808 200 0247</b>
<b>Macmillan Cancer Support</b>	<b>0808 808 0000</b>
<b>Nextlink (domestic abuse services South Glos)</b>	<b>0800 4700 280</b>
<b>NHS Smoking Helpline</b>	<b>0300 123 1044</b>
<b>Pregnancy Advisory Service</b>	<b>0117 3426824</b>
<b>Relate Avon</b>	<b>0117 942 8444</b>
<b>Samaritans</b>	<b>116123 / 0117 983 1000</b>
<b>Silverline</b>	<b>0800 470 8090</b>
<b>Social Care (South Glos Adults)</b>	<b>01454 868007</b>
<b>Social Care (South Glos Children) ART</b>	<b>01454 866000</b>
<b>Social Care (Bristol Adults &amp; Children)</b>	<b>0117 922 2700</b>
<b>Southmead Hospital</b>	<b>0117 950 5050</b>
<b>St Peter's Hospice</b>	<b>0117 915 9400</b>
<b>University Hospital Bristol (BRI)</b>	<b>0117 923 0000</b>
<b>Well Aware</b>	<b>0808 808 5252</b>

(As at August 2018)