

Quantock Medical Centre

Patient Participation Group Newsletter

Well, here we are at the end of another year (OK; almost!) Since our Patient group started around 4 years ago there has been much discussion within the NHS about changes to the way things are done! Some of these have happened and some are still very much under discussion.

We know about some of these changes, especially if services we use have been affected by them - either for better or in some cases for worse. Sometimes making media headlines such as the 111 provider who had to pull out of their contract because they could not satisfy their obligation. But we have not been left without a service whilst new arrangements are made - this is the bit the media don't always tell us they only cover the part that may worry us.

Changes nationally are some of the areas we discuss within our Patient group meetings. We also discuss things relating to our own local practice - we are able to ask questions and get answers regarding our own medical centre. Our members are very proactive in asking 'why' something has or hasn't happened, also in passing on comments made to us by other patients. This gives the Doctors, Practice Manager, and other staff information that helps them to help us.

The dates and venues for our meetings during 2014 are on the back page so why not come along and join in or just observe. Also do watch the PPG notice board for other events. We are hoping to invite an occasional guest speaker along to some meetings next year to talk to us about developments that are taking place or are about to take place. Also watch out for our announcement about our next Awareness Event!

Do come along to at least one of the PPG meetings during the year even if you don't want to join - we would love to hear your views. It also gives you an opportunity to ask your own questions about services etc. If any patients feel they would like to join our Group, please let me know so that I can pass your details on to our membership secretary. They will contact you and answer any further questions you may have.

Jill Geisow - Chair - Patient Participation Group

Tel: 01278 734900

The Medical Centre Patient Participation Group would like to wish all Medical Centre Staff and Patients a Happy Christmas and a Healthy New Year for 2014!

NETHER STOWEY Winter 2013



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SURGERY OPENING HOURS

8am—6.30pm (Phone line)

8am—6 pm Doors open

Surgery number: 01278 732696

Out of hours : 111

TELL US ABOUT CHANGES!

If you change your name, address or other details please let our receptionists know by calling: 01278 732696, writing or emailing us at: quantock.mc@quantockmc.nhs.uk

We would appreciate it if we could be notified when patients have sadly passed away, as again on occasions this information could take some time to be given to the practice. If patients have not yet given next-of-kin details to the surgery, or need to change this, please let us know.

Are you a Military Veteran, if you would like this added to your NHS record please inform the receptionist.



PRESCRIPTION REQUESTS

Please help spread our Dispensary workload throughout the week. To request your repeat prescription you can:

- Drop off your request to the Dispensary Box, or over the counter, these are collected twice a day, doors to the surgery are open from 8am to 6pm Monday to Friday, Saturday 8.30am till 10am.
- Call dispensary: on **01278 733385** Monday 9.00am-10.00am and 3pm — 5pm Tuesday — Friday between 9am — 10.30am and 3pm — 5pm
- Email dispensary:
Quantock.mc@quantockmc.nhs.uk

To collect your Prescription:

Visit the Dispensary: Monday to Friday from: 9.00am until 11.30am and 3.00pm until 6.00pm

Reception: Saturday 8.30am — 10am (For collection only)

ARE YOU READY FOR WINTER COLDS & 'FLU'?

Its not too late for you to have a flu vaccination, if you have Asthma, COPD, Diabetes, Heart Conditions etc. and you did not book your usual annual flu jab in 2013 you can still book in at the surgery for your vaccination we still have a few left!

People often visit their GP with a seasonal cold or flu believing that a Doctor can prescribe a medicine or cure for their symptoms. Colds can be successfully treated at home with rest, drinking plenty of fluids and taking painkillers such as paracetamol or ibuprofen. So it is a benefit to have a few over the counter remedies in readiness.

Colds and flu are caused by viruses and there is no benefit asking your doctor to prescribe antibiotics. These will not cure colds or flu.

People may need to see a doctor if they have severe symptoms, for instance if you have a very high fever, unusually severe headache or abdominal or chest pain, or are living with a long term illness such as diabetes, asthma, or heart disease. You might also need to see a GP if you get flu whilst you are pregnant, or have a sick child and their symptoms suddenly get much worse or are getting worse after seven days (or five days for a child).

STOP PRESSURE ULCERS!

Skin needs a blood supply to stay healthy. When you sit in a chair or lie in a bed and don't move for a while you may find that your skin becomes uncomfortable or painful as it is difficult for the blood to get to it when it is under pressure (on the bottom, heel, hip, ankle, shoulder, back and back of head). If this pressure continues on the skin the cells can die and a pressure ulcer may develop. They can also develop through rubbing when layers of skin are forced to slide over one another or through friction/ dragging.

What can you do to help?

- Change your position regularly, try to be mobile at least every 2 hours.
- Try lifting your weight from one side to the other,
- Make sure when you are sitting your feet are resting flat on the floor
- If you are in bed try changing your position regularly.
- Eat a well balanced, high protein diet include fish, meat, veg, pulses, eggs and drink plenty of fluids.
- Keep your skin clean & dry
- Check yourself, look for signs of redness, swelling, blisters, cracks and pain.

If you are concerned see your Doctor or nurse, get it checked out.

Be A Winter Friend !

Each winter thousands of people in England die as a result of cold weather. Most are over 75 and most of these deaths could be avoided. Hundreds of thousands of others spend much of the winter alone and lonely.

Make a pledge to say: *“I will take time out this winter to look in on an elderly friend or neighbour to make sure they are warm and coping well.”*

People who wish to sign the pledge and join the NHS Winter Friends campaign should go to www.nhs.uk/WinterFriends. Signing the pledge takes only a moment but research suggests that if 100,000 people sign many lives will be enriched and many deaths avoided.

In England, 51% of all people over 75 live alone and 5m older people say the television is their main form of company. Research shows that loneliness and social isolation are also harmful to our physical health. Studies indicate that lack of social connections is as likely to cause early death as smoking 15 cigarettes a day.

The initiative is part of wider NHS campaign to encourage people to take care of their health during winter.

NHS England recently published analysis showing that the number of unnecessary emergency admissions to hospital rises in winter. It showed that older people are most likely to be affected and that the one of the biggest issues is respiratory conditions.

Five ways you can help after signing the Winter Friends pledge

- Set some time aside to drop in on an older neighbour or friend once a week - more often if the weather turns very cold.
- Check their home is warm enough. The main living area should be around 21°C (70°F) and bedrooms should be 18°C (65°F). If they are worried about the costs of heating, check they are receiving their heating bill benefits, such as Winter Fuel Payment (<https://www.gov.uk/winter-fuel-payment>) and Cold Weather Payment (<https://www.gov.uk/cold-weather-payment>). If there are draughts you may be able to help plug them.
- Food is a vital source of energy that helps keep us warm. Make sure the person you are looking in on is eating well and has some non-perishable foods in the cupboard that they can heat up in case they can't leave the house for a few days. Tinned meals and soups are ideal.
- Many older people take medicines and everyone over 65 should have a free flu jab. Ask if there is anything you can do to help – picking up a prescription or giving them a lift to the GP's, for instance. And if you are unwell take real care not to pass it on.
- It's also important for people to keep active and get out if they can. Make sure the person you are helping has warm and grippy shoes and a good coat, hat and gloves. Offer to walk with them if they are not confident alone. If it snows clear the path to their door for them.

To sign the Winter Friends pledge go to www.nhs.uk/winterfriends

Silver Line: Confidential 24 hour 7 days a week help line for older people Contact 0800 4 70 80 90

HAVE YOU HEARD ABOUT NHS 111



**when it's less
urgent than 999**

111 is the number to call if you need health advice out of surgery hours, from 6.30pm to 8 am, or over the weekends or bank holidays. Trained call handling staff, supported by health professionals provide callers with a clinical assessment at the first point of contact, without the patient having to wait for a further call.

The trained advisors will ensure that advice given is clinically sound and validated. The service works closely with ambulance trusts and out-of-hours providers as well self-care advice.

QUANTOCK MEDICAL CENTRE OPENING HOURS OVER THE CHRISTMAS AND NEW YEAR PERIOD

We will be open as usual, but remember we will be closed on Christmas Day and Boxing Day (Wednesday 25th & Thursday 26th December 2013 and closed New Years Day Wednesday 1st January 2014). Please use NHS 111 if you need advice or help on these days.

A Note of Thanks from the Staff at the Quantock Medical Centre.

We would like to thank all those who generously donate and buy books from our charity book shelf throughout the year, in 2013 we have raised £ 243 which will be donated to Help the Hero's as our charity for the year.

DIARY DATES

Patient Participation Group Meetings: please drop in if you would like to join the group or have any suggestions, at 10.30 am at the Church Centre on:

Tuesday 28th January 2014

Tuesday 25th March 2014

Tuesday 20th May 2014

Tuesday 29th July 2014 (not at Church Centre, venue to be agreed))

Tuesday 30th September 2014

Tuesday 2nd December 2014 (not at Church Centre, venue to be agreed)

General Carers Support Groups run by Compass Carers on 4th Thursday of the month 1st one will be 23rd January 2014 10 – 12 in Bridgwater Library. Refreshments to be provided tel: 01823 255911

Mental Health Carers Support Group For carers of patients known to the Somerset Partnership Mental Health Services ages 18—65 years. Last Thursday of the month 10—12 noon at Glanville House Bridgwater Contact Dave Bobbitt M 07809906811.