

## Surgery Newsletter Priory Avenue Surgery

Autumn 2017



### Flu Clinics

Flu (also known as influenza) is a highly infectious illness caused by the flu virus. It spreads rapidly through small droplets coughed or sneezed into the air by an infected person. For most people, flu is unpleasant but not serious. You will usually recover within a week.

Flu vaccinations are available every year on the NHS to help protect adults and children at risk of flu and its complications

#### **Are you entitled to the flu vaccine on the NHS?**

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Have certain long term medical conditions including:

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past),
- chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease or multiple sclerosis (MS)
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had our spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy

- being seriously overweight (BMI of 40 or above)

**(Please note this list is not exhaustive – ask your GP/Nurse if you are not sure)**

**Please contact reception to make an appointment for your flu vaccination if you are eligible.**



## **In-House Smoking Cessation Clinic**

We now have a smoking cessation advisor in the practice every Wednesday between 4pm and 6.30pm. If you would like to make an appointment please contact the surgery.



## **New Blood Pressure Machine**

We now have a blood pressure machine in our waiting room. There are easy to follow instructions next to the machine. Please take your reading and hand the result to the Doctor or Nurse at the time of your appointment. **Remember** to put your name and date of birth on the back of the print out, so we can correctly identify you.



## **PATIENT ACCESS - Online booking – the fast and efficient solution**

There are nearly 7000 patients registered at Priory Avenue and the surgery treats everyone equally. At a national level, NHS has an issue with the telephone lines as patients have complained nationwide about the long waiting time spent while trying to get through to reception. It is one of the common national complaints and we are aware our phone lines are very busy most of the times.

Well, for every problem there is a solution and **booking online** is the most efficient way to avoid the long queues on the phone. Registration forms can be found at the front desk and after that just leave it in our hands as you should receive the login details within 10 working days since you submitted the form. Apart from booking

appointments, you can request your repeat prescription as well as viewing your medical records so everything will become a walk in the park for you.

## Staff Changes

We are pleased to announce that we now have a new Practice Manager – Mr Daniel Jones. Daniel joined us in June this year

We also welcome Cristina & Tessa who have joined our Reception team as well as Maxine who is part of our secretarial team

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?



**Please attend appointments**

In the last 3 months 280 patients did not attend their appointments, which led to about 47 hours of unused appointment time. This time could have been used for other patients and we ask that you let us know beforehand if you cannot keep your appointment.



**Patient Participation Group**

**The Patient Participation Group** is extremely active and provides valuable input to the operational running of the practice. Our PPG is also looking for more representatives to join the group so please email us on [prioryavenue.ppg@nhs.net](mailto:prioryavenue.ppg@nhs.net) if you are interested in joining us!

## Winter ailments

Some health problems, such as asthma, sore throat and cold sores, maybe worsened by cold weather. Here's how to help your body deal with some common cold weather ailments.

**Sore throat:** These are more common in winter and usually caused by viral infections. Some evidence indicates that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat.

**Top tip:** A quick remedy for a sore throat is to gargle with warm salty water. It has anti-inflammatory properties and can have a soothing effect.

**Norovirus:** Is also known as the winter vomiting bug, and it is an extremely infectious stomach bug. It is more common in winter.

**Top tip:** When people are ill with vomiting and diarrhoea it's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk. By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

**Cold Sores:** Most of us recognise that these are a sign that we're run down or under stress. While there's no cure for cold sores, you can reduce the chances of getting one by looking after yourself through winter.

**Top tip:** Every day, do things that make you feel less stressed, such as having a hot bath, or watching one of your favourite films.

**Dry Skin:** is a common condition, often worse during the winter. Moisturising is essential during winter and contrary to popular belief, moisturising lotions and creams aren't absorbed by the skin. Instead, they act as a sealant to stop the skin's natural moisture evaporating away. The best time to apply moisturiser is after a bath or shower while your skin is still moist.

**Top tip:** Have warm, rather than hot, showers. Water that is too hot makes skin feel more dry and itchy.

**Heart attacks:** These are more common in winter. This may be because cold snaps increase blood pressure and put more strain on the heart. Your heart also has to work harder to maintain body heat when it's cold.

**Top tip:** Stay warm in your home. Keep the main rooms you use at 21C (70F) and use a hot water bottle or electric blanket to keep warm in bed. Wrap up warm when you go out and wear a hat, scarf and gloves.