**![C:\Users\joanne.handley\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SOG9319H\16814-illustration-of-an-orange-autumn-leaf-pv[1].png]()SILTON SURGERY**

**AUTUMN NEWSLETTER 2019**

**Staff Changes:** Maureen, one of our Receptionists, moved home a little while ago and unfortunately this has meant she has now left Silton Surgery. She will be greatly missed by Staff and patients. We are in the process of finding a new member of the team in the form of a trainee Receptionist/Dispenser. When the new member of staff is in training we would appreciate your patience. The role of Receptionist alone requires knowledge of many different subjects and can take a while to assimilate.

**Changes to Patient Transport:**

The **non-emergency** patient transport service in Bath and North East Somerset, Gloucestershire, Swindon and Wiltshire is now provided by E-zec Medical Transport Services - a family run company focused on delivering high quality, safe, effective transportation for patients to and from a healthcare setting.

**![C:\Users\joanne.handley\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\AIEJO05C\20110824-flu-shot[1].jpg]()**This is for patients who, due to their **mobility needs** or **medical condition**, are unable to travel safely by other means to a hospital appointment. Patients who wish to use the service are required to be assessed against national eligibility criteria. Information is available [www.bgswpatienttransport.co.uk](http://www.bgswpatienttransport.co.uk)

**Influenza Vaccination Clinics 2019:**

Our delivery of the flu vaccine is expected at the end of the first week of October 2019. Please keep an eye out at the surgery for the date of the Saturday Walk in flu Clinic and once the Influenza vaccines are in stock we will also set up flu clinics during the weeks that follow.

**Missed appointments:**

During the month of August 2019, 17 patients failed to attend their appointment. The appointments were with both GP’s and Practice Nurses. Please let the surgery know if you are unable to attend your appointment/s.

**Obtaining medication:**

As you may be aware from the news there are issues with the supply of some HRT medications. **Please ensure that you order any repeat medication in plenty of time.** This is to enable the dispensary to source the items and then dispense them safely. **Repeat items usually take three working days to be ready.**

Recently a number of patients have telephoned the Dispensary asking for their repeat medication and expecting to be able to collect on the same day. Whilst we always endeavour to help patients, shortages of medication can involve trying to obtain medication from another supplier which adds to the time taken.

**FLU**

**Flu is a common infectious viral illness spread by coughs and sneezes. It can be very unpleasant, but you'll usually begin to feel better within about a week.**

**You can catch flu – short for influenza – all year round, but it's especially common in winter, which is why it's also known as "seasonal flu".**

**It's not the same as the** [**common cold**](http://www.nhs.uk/conditions/Cold-common/Pages/Introduction.aspx)**. Flu is caused by a different group of viruses and the symptoms tend to start more suddenly, be more severe and last longer.**

***Some of the main symptoms of flu include:***

* ***a high temperature (fever) of 38C (100.4F) or above***
* ***tiredness and weakness***
* ***a***[***headache***](http://www.nhs.uk/conditions/headache/Pages/Introduction.aspx)
* ***general aches and pains***
* ***a dry, chesty***[***cough***](http://www.nhs.uk/conditions/cough/pages/introduction.aspx)

**Cold-like symptoms – such as a blocked or runny nose, sneezing, and a**[**sore throat**](http://www.nhs.uk/conditions/sore-throat/Pages/Introduction.aspx) **– can also be caused by flu, but they tend to be less severe than the other symptoms you have.**

**Flu can make you feel so exhausted and unwell that you have to stay in bed and rest until you feel better.**

**What to do: If you're otherwise fit and healthy, there's usually no need to see a doctor if you have flu-like symptoms.**

**The best remedy is to rest at home, keep warm and drink plenty of water to avoid** [**dehydration**](http://www.nhs.uk/Conditions/Dehydration/Pages/Introduction.aspx)**. You can take** [**paracetamol**](http://www.nhs.uk/conditions/Painkillers-paracetamol/Pages/Introduction.aspx) **or** [**ibuprofen**](http://www.nhs.uk/conditions/Painkillers-ibuprofen/Pages/Introduction.aspx)**to lower a high temperature and relieve aches if necessary.**

**Stay off work or school until you're feeling better. For most people, this will take about a week.**

**When to see your GP: Consider visiting your GP if:**

* **you're 65 years of age or over**
* **you're pregnant**
* **you have a long-term medical condition – such as** [**diabetes**](http://www.nhs.uk/Conditions/Diabetes/Pages/Diabetes.aspx)**, heart disease, lung disease,**[**kidney disease**](http://www.nhs.uk/Conditions/Kidney-disease-chronic/Pages/Introduction.aspx)**or a neurological disease**
* **you have a weakened immune system – for example, because you're having** [**chemotherapy**](http://www.nhs.uk/conditions/Chemotherapy/Pages/Definition.aspx) **or have** [**HIV**](http://www.nhs.uk/Conditions/HIV/Pages/Introduction.aspx)
* **you develop** [**chest pain**](http://www.nhs.uk/conditions/chest-pain/Pages/Introduction.aspx)**,** [**shortness of breath**](http://www.nhs.uk/conditions/shortness-of-breath/Pages/Introduction.aspx)**or difficulty breathing, or start** [**coughing up blood**](http://www.nhs.uk/conditions/coughing-up-blood/Pages/Introduction.aspx)
* **your symptoms are getting worse over time or haven't improved after a week**

**In these situations, you may need medication to treat or prevent** [**complications of flu**](http://www.nhs.uk/Conditions/Flu/Pages/Complications.aspx)**.**

**People who should have flu jab**

**The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications. You are eligible to receive a free flu jab if you:**

* **are 65 years of age or over**
* **are pregnant**
* **have certain medical conditions**
* **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**
* **Patients who have been diagnosed as being ‘morbidly obese’**

**Confidentiality:**

Without the permission of a patient, Reception is unable to share information about a patient with anyone other than the patient. A clinician can make a decision based on ‘best interest’ but Reception is not permitted to do this. If a patient wants results, or their treatment, to be shared with someone else please put the consent in writing and give to a member of the Practice Team. Reception can supply you with a ‘consent to share confidential information with a third party’ form. If friends or relatives have concerns about a patient, they can pass this information to the doctor either by letter or a message via Reception. Our requirement to follow NHS Information Governance rules is essential when data breaches are so often in the news.

**Carers:**

We have a variety of leaflets in reception covering issues that affect the elderly. Including; amongst others, leaflets on Benefits, Safety, Bereavement and Caring for Someone.

Carer Support Wiltshire is a very helpful website for carers: <https://carersupportwiltshire.co.uk/> or you can ring 0800 181 4118

The website includes information on Support Groups, Carers Café and Counselling for Carers etc.

There are also local groups that may also be of interest, i.e. The Balsam Centre, Wincanton who hold activities that may be of interest to carer's.

Dorset Councils’ website also has information for carer’s that reside in Dorset: https://www.dorsetcouncil.gov.uk

**OPENING HOURS**

The normal opening hours for Reception at The Surgery are:-

Monday 8.30 to 16.00 (GP Clinic Maiden Bradley Village Hall 5-6pm)

Tuesday 8.30 to 19.00

Wednesday 8.30 to 13.00 (Afternoon closed)

Thursday 8.30 to 18.45 (Closed 12.15 -1.45 2nd Thursday each month)

Friday 8.30 to 17.00

**If you require an emergency visit, please phone 01747 840226. You will get either the Receptionist or a message giving the Duty Doctor’s contact number.**

**Silton Surgery, Gillingham Road, Silton, Gillingham, Dorset. SP8 5DF.**

**Reception: 01747 840226 Dispensary: 01747 840950**

**Email: silton.surgery@nhs.net**

[**www.siltonsurgery.nhs.uk**](http://www.siltonsurgery.nhs.uk)