



Thornfield  
Medical  
Group

## Practice Newsletter December 2019

### DNA (Did not attend)

Between 30<sup>th</sup> October and 27<sup>th</sup> November a total of 341 people did not attend their appointments. This is equal to 57 hours of clinical time!

If you cannot attend your appointment please let us know so that we may offer your appointment to someone who needs it.

You can cancel your appointment by calling our 24 hour cancellation line on 0191 2755740, by texting the word "CANCEL" when you receive your text reminder or by signing up for our online services.

If you wish to sign up for our online services please speak to a member of staff.



It's Christmas!



As the holidays draw nearer and we get our last minute bits and pieces in, we would like to remind our patients to ensure you have enough medication to cover you while the surgery is closed.

We will be closing for Christmas day, Boxing day and New years' day but we will be open as usual on the 23<sup>rd</sup>, 24<sup>th</sup>, 27<sup>th</sup>, 30<sup>th</sup> and 31<sup>st</sup> December.

If you do require any medical treatment while we are closed you can contact 111 for free advice at any time.

Please note there will be no baby clinics running on the 24<sup>th</sup> and 31<sup>st</sup> December however we are offering an extended clinic on the 17<sup>th</sup> December.

Baby clinics will resume as usual in the New Year.

Finally we would like to take this opportunity to wish all of our patients a happy and healthy Christmas and New Year!

### **UPCOMING PRACTICE CLOSURES 2019/20**

Wednesday 25 <sup>th</sup> December (Christmas day)	Closed all day
Thursday 26 <sup>th</sup> December (Boxing day)	Closed all day
Wednesday 1 <sup>st</sup> January (New Years' Day)	Closed all day



### Protect yourself from the pain of Shingles

Did you know patients in their 70s are entitled to a one off vaccination against Shingles?

You are entitled to a vaccination up until your 80<sup>th</sup> birthday,

With the exception of 77 year olds born **before 02/09/42** who will become eligible again on their 78<sup>th</sup> birthday.

Book now with a member of the admin team!

### Cold? Flu?

#### Take care, not antibiotics.



Antibiotics are used to treat or prevent types of bacterial infection. They work by killing bacteria or preventing them from spreading.

Using antibiotics for viral illnesses such as cold and flu, most coughs, sore throats and ear infections can lead to antibiotic resistance, meaning they will be less effective when you really need them.

Overuse of antibiotics in recent years has led to the emergence of "superbugs". These infections are serious and challenging to treat and are becoming an increasing cause of disability and even death across the world.

For these reasons your GP may not always recommend antibiotics for minor ailments, as many of these problems will get better without the need for antibiotics.

Here are a few guidelines to help:

<b>Common illnesses</b>	<b>Most people are better by</b>
Earache (middle ear infection)	8 days
Sore throat	7-8 days
Sinusitis (adults)	14-21 days
Cold	14 days
Cough or bronchitis	21 days

Information provided by:

<https://antibioticguardian.com/keep-antibiotics-workind/>

### Shieldfield surgery

Exciting news!

We are in final negotiations with a company to move to new premises at Rosedale Court which is directly opposite the Shieldfield Health Centre.

The old surgery has been a fantastic home to us for many years but with the developments in patient care and the standards required to deliver services to the local population, we need an updated building.

The new premises at Rosedale Court are designed to help us deliver excellent healthcare services to the population of Shieldfield and the surrounding area.

We will update you once the agreement to occupy the new premises is approved.



### Give the gift of warmth this winter!

We are still collecting winter clothing in the surgery for those who need it.

Please feel free to drop off any good condition unwanted items at the surgery.

If you are in need of winter clothing please feel free to help yourself, our clothes rail is located behind the reception area at the Molineux street surgery.



It's okay to not be okay

Christmas can be a difficult time for many people, and we would like our patients to know that we, along with other services, are here for you.

If you feel you're struggling with your mental health please feel free to contact the surgery to speak with one of our doctors or our qualified mental health practitioner.

Alternatively please find listed below some free to use services who can help:

The Samaritans	116 123	Open 24hrs
Campaign against living miserably (CALM) -Men only	0800 58 58 58	5PM-Midnight daily
Papyrus - Under 35s only	0800 068 4141	Mon -Fri 10AM - 10PM Sat - Sun 2PM - 10PM Bank Holidays 2PM -5PM
Childline - Under 19s only	0800 11 11	Open 24hrs
Newcastle Crisis Team	0191 814 8899	Open 24hrs



Public Health England

## Have you still not had your flu jab?

If you're 65 or over or you have an existing health problem, flu can be dangerous. That's why you're eligible for a free flu jab. Don't put it off. Get your flu jab straight away.

**STAY WELL THIS WINTER**



Butterfly Campaign

Are you a female patient aged between 25 and 64?

If so please ask at reception about the butterfly campaign!

It could save your life!



Help for patients with Autism

We at Thornfield Medical Group recognise that visiting the practice can be challenging for some of our patients on the Autistic spectrum.

Because of this we have introduced the "Autism passport", this passport includes information unique to the individual which outlines their needs and what reasonable adjustment can be made to make their visit to the practice smoother and less stressful.

If you or someone you know has a diagnosis of Autism please speak to a member of the team about the Autism passport, they will provide you with a form to fill out outlining the individuals personal needs, as well as a lanyard to present to reception when visiting the practice, so that the member of staff will immediately know to check the passport coded on the individuals medical record.



Example (left) of lanyard

### “It will just take 2 minutes!”

Often our team receive requests for same day call backs or “a quick word” with our GPs, this is not always something that we are able to do, and we would like to take the time to explain why.

Our Doctors see a set amount of patients each day, with some appointments available for pre-booking and some reserved for on the day appointments for acute medical issues.

Having a set amount of appointments mean that our GPs can (for the most part) plan ahead for the day, knowing exactly how many patients they are due to see that day means they aren't rushing through appointments and can give the patients in front of them their full attention, rather than being concerned with how many people are potentially waiting to see them.

We regularly receive requests to speak to the GP after their clinic has ended. Although there may not be a patient in front of them, this does not necessarily mean that they are free.

If our doctors took the time to speak to each and every patient on request without an appointment, it would mean they had less time for their vital administration work, meaning it would take longer to get prescriptions, referrals would be delayed, and there would be a delay on taking action on test results. Any one of these incidents could potentially have serious consequences for the health of our patients.

We would love to be able to provide a service in which patients are able to speak to a doctor of their choice as and when needed, however for these reasons and many others this is not something we can always offer.



### We care about carers!

Did you know carers are now entitled to a free yearly health check at the practice in their birthday month?

If you are a carer or know someone who is, please feel free to speak to a member of our admin team about this today!



### Your poo can save you!

The UK bowel screening process has changed recently.

Until earlier this year the bowel screening test required you to produce three separate samples in order to be tested, now the testing process requires only one small sample, making things quicker and easier!

Bowel cancer is one of the most common cancers in the UK, affecting approximately 1 in 20 people.

With regular screening bowel cancer can be caught at an earlier and more treatable stage, as well as prevent cancer by detecting growths that have the potential to develop into cancer.

All patients over the age of 60 are eligible for bowel cancer screening.

People between 60-74 will automatically be invited by the bowel screening programme every 2 years, and any persons over the age of 74 can request a screening kit by contacting: 0800 707 60 60.