



Thornfield
Medical
Group

Practice Newsletter November 2019

DNA (Did not attend)

Between 25th September and 30th October a total of 396 people did not attend their appointments. This is equal to 66 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.

Welcome New Doctors!

Recently we have welcomed Dr K Senior and Dr S Whilliance to the practice as salaried GPs!

Both doctors join us from other practices in Newcastle and we are absolutely delighted to have them both as part of team Thornfield!



Oh, Baby!

We are delighted to announce that our lovely Dr R White has given birth to a beautiful baby girl!

Both mother and baby are doing well and we cannot wait to meet the new arrival!

Congratulations Dr White!

Last month we also said goodbye for now to our wonderful practice nurse Rosie as she left us to begin her maternity leave!

We are very excited to meet her baby boy and look forward to her return to work next year!

Good luck Rosie!



UPCOMING PRACTICE CLOSURES 2019/20

Wednesday 20 th November	Afternoon closure for staff training (From 12PM-6PM)
Wednesday 25 th December (Christmas day)	Closed all day
Thursday 26 th December (Boxing day)	Closed all day
Wednesday 1 st January (New Years' Day)	Closed all day
<u>Every</u> Thursday	12PM – 13:30PM

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!



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:

Common illnesses	Most people are better by
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-working/>

Stay safe this Bonfire night!

As Bonfire night approaches we would like to remind our patients to stay safe and vigilant as bonfires, fireworks and sparklers can be extremely dangerous.

For example, did you know 3 sparklers burning together give off the same heat as a blowtorch?

We would encourage all our patients to take extra care should you decide to participate in Bonfire night festivities, remembering to remain at a safe distance from all bonfires and fireworks and to never approach a firework once lit.



For more info visit:
<http://bonfire-night-safety.co.uk/>



The last thing anyone wants is to have their fun spoiled with an injury or trip to A&E, if however something does go wrong, please find below a step-by-step guide on how to treat a burn:

- Stop the burning process by removing the person from the area, dousing flames with water or smothering the flames with a blanket. Never put yourself at risk of getting burnt too.
- Remove any clothing or jewellery on the person that is near to the burnt area of skin. But don't try to remove anything that is stuck to the burnt skin.
- Cool the burn with cool or lukewarm water for 10-30 minutes, ideally within 20 minutes of the injury occurring. Never use ice, iced water or any creams or greasy substances.
- Keep the injured person warm by using blankets or layers of clothing, but don't put them on the burnt area. Keeping the person warm will prevent hypothermia, where a person's body drops below 35°C.
- Cover the burn in cling film by putting a layer over the burn rather than wrapping it around a limb.

**HELP US
HELP YOU**

STAY WELL THIS WINTER



We spoke to practice partners Dr R Gray and Dr C Watson to ask their advice on what you can do to stay well this winter

What should I do if I have cold or flu symptoms?

When suffering from cold and flu you should stay warm and well rested, and take regular paracetamol or other cold/flu remedies which can be bought over the counter at your local pharmacy.
If you have a cough you should drink warm fluids with lemon and honey, and sleep slightly elevated in bed.

You can call NHS 111 for free, 24 hours a day, seven days a week, 365 days a year



NHS

GP surgery closed? Need urgent medical advice?
Not sure what to do? Make the right call



When should I see my GP?

You should seek medical advice if you have a cough or cold/flu symptoms (which have shown no improvement overall) for 3 weeks or more. If your symptoms suddenly worsen (for example your temperature rises or you have difficulty breathing), if you have a weakened immune system or if you are pregnant.
If you are ever unsure, you can contact 111 for free 24/7 for advice.

I have been unwell for a few weeks with cold and flu, should I see my GP?

With any viral infection fever lasts typically for up to 5 days, this is the time that we will feel most unwell with headaches, ear and throat pain, and fever, during this time regular paracetamol is advised.
After this initial period symptoms of cough and cold may then start. You do not need to see your doctor if your cold persists for 3 weeks or more so long as it is gradually getting better overall.

Viral coughs can last up to 2-3 weeks, if your cough has persisted for longer than this you should seek medical advice. If however your cough is causing difficulty breathing (particularly if you have a respiratory illness) it is very important you seek medical advice sooner.



For any further information on how to stay well this winter visit:

www.nhs.uk/staywell



Wear it pink!

On Friday 18th October our staff took part in Wear it Pink day.

We held a tombola in the Molineux street reception for our patients as well as holding competitions for staff members and raised £202.15 for breast cancer research!

Thank you and well done to all who took part!



After the success of last year we have decided once again to collect coats and other winter items for those who need them.

If you have any clean and good condition winter clothes you no longer want or need please feel free to drop them into the surgery!

Alternatively if you are in need of winter clothing, please come in and help yourself, we ask that you take only what you need.

We would also like to thank everyone who participated last year, we were overwhelmed by the generosity of our wonderful patients!

Why should I buy my medication over the counter?



The NHS currently spends around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol.

For this reason you may be asked to buy some medications, rather than using NHS funds.

By cutting down on prescription costs the NHS can distribute these funds to give treatments to patients with more serious conditions.

For reference, 32 Paracetamol 500mg tablets would cost the NHS £0.82, but can be bought from local pharmacies and supermarkets for between £0.50 and £0.80.

This may not seem like much, but given more than 21,740,000 prescriptions for paracetamol were issued in 2017, this certainly adds up.

Please think about where you would be without your NHS and what you can do to help keep it going.



Why does the receptionist ask me why I need to see a GP?

Over the last year we have trained all of our Admin and Reception team to be Care navigators.

This is a recognised role within the NHS and means the individual has been trained to ask certain questions to ensure you receive the most appropriate care for your medical problem; this may include signposting to other services such as physio, dentist or pharmacy.

As members of the practice team all our care navigation staff are bound by the same strict rules of confidentiality as our GP and nursing staff.

Our care navigation staff are here to help you, we appreciate that sometimes you may not wish to disclose the reason for your visit, this will of course be respected, but we do ask that you treat them with the same respect and dignity you would expect in return.



