

Redgate and Somerset Bridge Medical Centre

Patient Group News

Spring 2017- Issue 115

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NHS

GP online services Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

SAVE TIME - DO IT ONLINE

The practice offers an internet service called Patient Access, which allows you to contact the practice from your own computer or smartphone to :

- book or cancel GP appointments
- order repeat prescriptions
- view your summary medical record

The service is available to any registered patient over the age of 17. The service is completely voluntary. If you do not want to use it, your treatment will not be affected in any way.

HOW DO I GET STARTED?

Please bring some form of photo identification (containing your name and address) to reception and ask to register for Patient Access. When you have completed a consent form the receptionist will be able to process your registration. **You will need to sign the form in front of the receptionist.**

The receptionist will give you details of how to log on to the service. You must keep these login details safe. You need to use these credentials to register for an account on the Patient Access website. Instructions will be provided.

Once you've registered on to the Patient Access website you will be given a unique username and password which you need to keep secure.



REPEAT PRESCRIPTION SURVEY

Many thanks to all the patients who took part in our recent Repeat Prescription Survey. The combined results for both practices showed that:

- Approximately 55% of patients usually order their prescriptions in the surgery, 28% order by telephone and about 17% order online.
- Almost all patients are aware that you need to allow a minimum of 48 working hours for your prescription to be processed (72 hours if collecting from the pharmacy)
- 96% of patients are aware that instructions regarding medication reviews are written on the reverse side of your prescription (the white slip)
- 76% of patients are overall happy with the current repeat prescription system.

WHAT YOU SAID—WHAT WE WILL DO

Several patients said they do not always receive a complete list of repeat medication items with their prescription which can cause difficulties when trying to reorder items. On request reception staff are more than happy to print out a list of any patients' repeat medication list to make it simple to re-order repeat medications the next time. The practice will make patients aware of this via its website, waiting room information boards/screens and a poster at The Prescription Box in reception.

A patient asked why repeat prescriptions can only be ordered by telephone after 2 pm. The practice requests that patients who order repeat prescriptions by telephone do so after 2pm to free-up the telephone lines for patients calling into the surgery in the morning for urgent appointments. Signing up for online services, including ordering of repeat prescriptions, is simple and enables patients to order repeat prescriptions at a time most convenient to them. Details are on our practice website.

Several patients said they have in the past had a medication item missed off their repeat prescription request. We will continue to work hard to ensure all repeat prescription requests are processed correctly and continue to audit this on a daily basis. If you have any problems with your repeat prescription please do let us know at the time.

REDGATE MEDICAL CENTRE COMMUNITY GARDEN PROJECT

When: Every Tuesday, 12.15—1.15 PM

Cost: FREE—all equipment provided

Many thanks to the small group of volunteer gardeners who have completely transformed the area outside the surgery entrance. More volunteers are desperately needed to help with this. So if you have an hour to spare, please do pop along to Redgate on a Tuesday and join in. No gardening experience necessary.

If you have any plants, bulbs or compost that you would like to donate to the project, please do let us know.



PATIENT GROUP MEETINGS IN 2017

10.30 am — 12 noon

Wed 3rd May at Redgate M/C

Wed 21st June at Somerset Bridge M/C

Wed 2nd August at Redgate M/C

ZING HEALTH TRAINERS Sheila and Megan hold weekly clinics at both practices. Health Trainers can provide help and support with:-

- ◆ Healthy Eating
- ◆ Weight Management
- ◆ Becoming more Physically Active
- ◆ Sensible Drinking
- ◆ Managing Stress



Freephone 0800 412 5502 Email: lifestyle.hub@sompar.nhs.uk

Visit: www.zingsomerset.co.uk

Do we have your up-to-date contact details ?

Please do let us know if you change your mobile phone number. Change of Details forms are available in reception or you can update your details via our website.

WALKING FOR HEALTH

Walking on a regular basis can help you feel good, to have more energy, to sleep better and to manage your weight. All our walks are adapted to suit the needs of the group.

All walks take place on a Wednesday at 12.30 pm. Just turn up

Walks in April

12th, starting from Redgate M/C

26th, starting from Somerset Bridge M/C

Walks in May

10th, starting from Redgate M/C

24th, starting from Somerset Bridge M/C

Walks in June

7th, starting from Redgate M/C

21st, starting from Somerset Bridge M/C



Meningococcal disease is a rare but serious life-threatening illness caused by meningococcal bacteria of which there are several groups. The most common groups are A, B, C, W and Y. It can cause meningitis (inflammation of the brain) and septicaemia (blood poisoning) that can kill in hours. Those who recover may be left severely disabled.

Infants, young children, teenagers and young adults have the highest risk of meningococcal disease. Since 2009, there has been a large increase in MenW disease in England, resulting in several deaths among infants and teenagers. Older teenagers and young adults are now more at risk of getting meningitis and septicaemia from MenW. New university students are at particularly high risk in the first weeks of term when they will come into contact with many new people of a similar age.

Vaccination reduces the risk of you carrying the bacteria and so protects other people around you. You may have had a MenC vaccination previously but this will not protect you against other meningococcal groups. **We will shortly be writing to anyone born between 1st September 1998 and 31st August 1999 inviting them to come and get themselves vaccinated at the surgery.** If you were offered the vaccine in previous years you can still get yourself vaccinated up until you reach the age of 25.

There is more information about the MenACWY vaccination on the NHS Choices website at www.nhs.uk/conditions/Meningitis/Pages/

BRIDGWATER CARERS SUPPORT GROUP MEETINGS

Redgate Medical Centre is proud to host Bridgwater Carers Support Group who meet at the surgery on the last Thursday of each month

Their next meeting will be held on Thursday 27th April

If you are a carer, or have a carer, why not drop in for a chat and a cuppa



For all the latest news and information visit our website

www.redgatemedicalcentre.co.uk or www.somersetbridgemc.co.uk

HAYFEVER (SEASONAL ALLERGIC RHINITIS)

Hayfever is a common condition also known as seasonal allergic rhinitis and affects around 1 in 5 people in the UK. It often runs in families and is more likely to affect people who suffer from asthma and eczema.

It is an allergic condition where the body's immune system overreacts to substances that are usually harmless, for example pollen from grasses, flowers, weeds or trees. The pollen causes the release of a chemical called histamine from cells in the nose, eyes and airways, which cause inflammation. Some people suffer symptoms all year round; they can be allergic to indoor allergens such as house dust mites, pets and indoor moulds. This is called perennial allergic rhinitis. Symptoms include:

Sneezing - Itchy, blocked or runny nose - Red, itchy, puffy or watery eyes - Itchy throat - Headaches and sinus pain - Fatigue

Managing your hayfever

The severity of symptoms can vary, some people need medication to manage their symptoms and others can manage their condition by avoiding triggers. If treatment is needed a wide range of medications can be purchased from community pharmacies and supermarkets without seeing a doctor. These medicines are often cheaper than medicines on prescription.

How can I avoid triggers?

- Keep house and car windows closed, especially when the pollen count is high (early morning between 7am to 9am and evenings between 5pm and 7pm).
- Avoid large grassy areas, woodland, cutting the grass, pollutants and car fumes.
- Wear wrap-around sunglasses.
- When you get in from outside wash your hands, face, hair, rinse your eyes and change your clothes.
- If possible stay indoors when the pollen count is high.
- Use petroleum jelly inside your nose to block inhalation of pollen.
- Keep your house clean and wear a mask and glasses when doing house work.
- Don't dry washing outside to avoid pollen sticking to your clothes.
- You could buy a pollen filter for the air vents in the car.

What treatments can I buy?

Speak to a local pharmacist to get advice on the best treatment for your symptoms and always read the patient information leaflet that is included with the medicine.

When should I see a GP?

- If you are experiencing wheezing, breathlessness or tightness in the chest.
- If you are pregnant or breastfeeding.
- If your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

More information is available at:

<http://www.nhs.uk/Conditions/Hay-fever/Pages/Introduction.aspx>