

THE WHITEHORSE PRACTICE

APRIL - JUNE 2019 NEWSLETTER

LATEST NEWS: After the success of the first *Senior Tea and Coffee Afternoon* we have set the date for the next event on **Thursday the 11th July 2019 from 1pm to 2pm.**

A **huge** thank you from us to everyone who contributed to our first event, including our Patient Participation Group members, Donators (Sainsbury's, Waitrose, Tesco's, Croydon Tool Hire), patients and staff!

For comments and pictures please go to our practice website https://www.thewhitehorsepractice.nhs.uk/news_form.aspx?pr=H83034

We look forward to making this a regular event!

DID YOU KNOW?

Staff are here to help, not to be abused verbally or otherwise.

THIS PRACTICE OPERATES A ZERO POLICY TO ANY ABUSE.

APPOINTMENTS:

If you cannot attend a booked appointment, let us know at least an hour in advance, so that your appointment can be made available to other patients. Cancel your appointment by:

- Calling 020 8684 1162, Select **option 1**, then **option 2** and leave your full name and Date of Birth and whom the appointment is with **OR**
- Text **CANCEL** in response to your appointment text reminder.

You can book appointments, order prescriptions, as well as view your medical records online. If interested, please speak to reception who will advise you on the process.

You can now also request **PROXY** access to your child(ren) or dependant's account to order prescriptions, book appointments as well as view their medical records. For more information on proxy access, click [here](#).

Need a blood test? Why not book with our Health Care assistant who runs a phlebotomy clinic from **Monday to Thursday 8.30am-11am and 1.30pm-2.30pm.**

Minor surgery is held once a month for problems that do not require a referral to specialist dermatology clinic. First see a GP before this making a minor surgery appointment.

You may make an appointment with our **benefits adviser** by asking at reception. You will be asked for your telephone number so that the advisor may contact you.

PRESCRIPTIONS:

- Repeat prescriptions take **up to 48hrs** to process. Please request before you run out completely, by filling out the request form at reception or requesting online via our website.
- If you are no longer on a certain drug, or are on a nutritional supplement drink like Fortisip and have a preferred flavour, let us know so we can prescribe what you need therefore **reducing** medical waste.
- If someone other than yourself collects your prescription you must either give your consent in advance or they must have written permission from you.
- A BP reading must be done within the **last six months** before we can issue repeat contraception.
- There are 38 minor conditions for which routine prescribing is no longer supported by the National Health Service England as they can be treated with over the counter medications. These are outlined in the table below:

A reminder for COPD patients:



rescue packs are issued **only** for **emergency use** (when there is a worsening of symptoms) **it is not to be taken on the day prescribed or used instead of normal medication.** Please refer to your action plan or speak to a clinician.



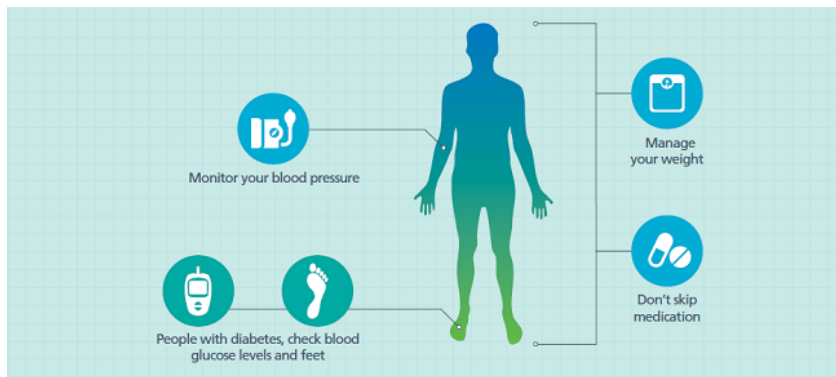
| 1. Limited clinical effectiveness | | | |
|---|---------------------------|--|---------------------------------------|
| *Probiotics | Vitamins and minerals | | |
| 2. Self limiting conditions | | | |
| Acute Sore Throat | Conjunctivitis | *Coughs And colds | |
| Cradle Cap | *Haemorrhoids | *Infant Colic | |
| Infrequent cold sores of lips | Mild cystitis | Mild irritant dermatitis | |
| 3. Minor conditions suitable for self care | | | |
| Dandruff | Diarrhoea (adult) | Dry eyes/ Sore tired eyes | Earwax |
| Heartburn & Indigestion | Head lice | Excessive sweating | Infrequent constipation |
| Infrequent migraine | Insect bites and stings | Nappy rash | Mild acne |
| Mild dry skin | Mild irritant dermatitis | Minor burns and scalds | Mouth ulcers |
| Minor conditions associated with pain, discomfort, fever (e.g. aches & sprains, headache, period pain, back pain) | | Mild / Moderate Hay fever/ Seasonal Rhinitis | Sunburn due to excessive sun exposure |
| Prevention of dental caries | Ring worm & Athletes foot | Teething / mild toothache | Oral thrush |
| Sun Protection | Threadworm | Travel Sickness | Warts and Verrucae |

- Croydon CCG (Clinical Commissioning Group) manages our prescribing and services. For more information visit: <http://www.croydonccg.nhs.uk/>

CONTACT:

- We need an **up to date** phone number and address in order to contact you. Please fill out the form on our website or fill out one at reception and hand it in.
- Admin deals with referrals. Select **option 2** on the phone list **between 9.30am and 12pm** or **between 1 and 4pm** and ring up. If unable to get through email the team on docman.h83034@nhs.net

PATIENT WELLBEING:



- Over 18? Why not make use of our **free** Blood Pressure/BMI machine. Ideally, we should have an update of your records every 6 months. Ask at reception for a token, hop on, and give us the print out of your results. Reception staff are happy to assist you.

- Interested in **losing weight** or wish to **stop smoking**? Click on: <https://www.justbecroydon.org/> for further information.

- If you have a letter reminding you to book a **review** for your medical condition, such as **diabetes**, **asthma** and **heart disease**, please ensure you book this review as it is an annual check carried out to monitor your condition, review your medication and make any required changes to optimise treatment.

- If you or your loved ones are experiencing **memory issues**, please make an appointment with a GP to discuss these concerns.

- If you are a **carer**, have a carer or need a carer, please let the practice know, so that we can offer you appropriate help and support. Please visit <https://www.carersinfo.org.uk/> for further information.

- **A&E is only for accidents and emergencies**. Please consider one of these alternatives first:

An infographic from NHS Sheffield Clinical Commissioning Group titled "Feeling unwell? Choose the right service". It is divided into six vertical columns, each with a different background color and an icon representing a service. The columns are: 1. Self-care (blue background, house icon): Hangover, Grazed knee, Sore throat, Cough. 2. NHS 111 (green background, smartphone icon): Unsure? Confused? Need help? 3. Pharmacist (light green background, pharmacist icon): Diarrhoea, Runny Nose, Painful cough, Headache. 4. GP (Doctor) (yellow background, doctor icon): Unwell, Vomiting, Ear pain, Back ache. 5. NHS Walk-in Services (orange background, cross icon): If you cannot get to the GP and it is not getting any better. 6. A&E or 999 (red background, hospital icon): Choking, Severe bleeding, Chest pain, Blacking out.

Average cost of an A&E attendance is **£114** [2013 figures]

VACCINES:

Parents and guardians please bring the red book for baby immunisations! Without it, nurses won't be able to administer the vaccines! It is important that babies receive their vaccines at the right stages. [see UK immunisation schedule overleaf] Appointments for baby immunisations need to be booked in advance of the vaccine due dates. Baby clinic is usually on Tuesdays after 2pm.

Ladies, if you are **between 20 - 34 weeks pregnant** please book in for the Pertussis vaccine, which protects you and your baby against whooping cough. Getting vaccinated while pregnant is highly effective in protecting your baby from developing whooping cough in the first few weeks of their life.



The other vaccines available on the NHS vaccination Programme are the:

Meningitis ACWY vaccine (for 18-25 year olds). This vaccine protects against four strains of the meningitis virus as well as septicaemia (blood poisoning).

Shingles vaccine (for people aged 70, 78 or 79 years old) to protect against a viral infection caused by the varicella-zoster virus. For more information visit <https://www.nhs.uk/conditions/shingles/>

Pneumococcal vaccine (now back in stock) for vaccination against pneumonia in:

- a) infants as part of the routine childhood immunisation programme
- b) those aged 65 years or over
- c) children and adults in certain clinical risk groups, click [here](#) for more information.

MMR vaccine (Measles, Mumps and Rubella) and the MMR booster vaccine

- Is available as part of the childhood vaccination programme (see immunisation schedule)
- For those entering into college, university or other higher education institutions, prison or military service.
- 10 - 11 year olds on or after 1st September 2018

If you have received a letter regarding a vaccination please act on it, protecting yourselves and your loved ones.

Advice about travel vaccines are available on our website at: <https://www.thewhitehorsepractice.nhs.uk/info.aspx?p=1>

Table 11.1 Schedule for the UK's routine immunisation programme (excluding catch-up campaigns)

| Age due | Vaccine given | How it is given ¹ |
|---|---|---|
| Eight weeks old | Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B (DTaP/IPV/Hib/HepB) Pneumococcal conjugate vaccine (PCV) Meningococcal B (MenB) Rotavirus | One injection One injection One injection One oral application |
| Twelve weeks old | Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B (DTaP/IPV/Hib/HepB) Rotavirus | One injection One oral application |
| Sixteen weeks old | Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B (DTaP/IPV/Hib/HepB) Meningococcal B (MenB) Pneumococcal conjugate vaccine (PCV) | One injection One injection One injection |
| One year old (on or after the child's first birthday) | Hib/MenC booster Pneumococcal conjugate vaccine (PCV) booster Meningococcal B (MenB) booster Measles, mumps and rubella (MMR) | One injection ² One injection ² One injection ² One injection ² |
| Eligible paediatric age groups annually (programme phased in over several years; see Chapter 19) | Live attenuated influenza vaccine (LAIV) | Nasal spray, single application in each nostril (if LAIV is contraindicated and child is in a clinical risk group, give inactivated flu vaccine; see Chapter 19) |
| Three years four months old or soon after | Diphtheria, tetanus, pertussis and polio (DTaP/IPV or dTaP/IPV) Measles, mumps and rubella (MMR) | One injection One injection |
| Twelve to thirteen years old | Human papillomavirus (HPV) | Course of two injections at least six months apart |
| Fourteen years old (school year 9) | Tetanus, diphtheria and polio (Td/IPV) Meningococcal ACWY conjugate (MenACWY) | One injection One injection |
| 65 years old | Pneumococcal polysaccharide vaccine (PPV) | One injection |
| 65 years of age and older | Inactivated influenza vaccine | One injection annually |
| 70 years old | Shingles | One injection |

Visit our website at <https://www.thewhitehorsepractice.nhs.uk/> for more information about our practice, available clinics and services.