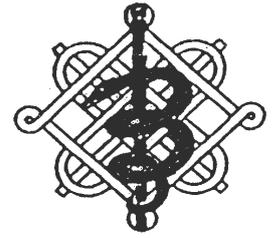


# WESTFIELD SURGERY NEWSLETTER



Winter 2018

[www.westfieldsurgeryleominster.co.uk](http://www.westfieldsurgeryleominster.co.uk) Page 1



Welcome to the Winter Edition of our Practice Newsletter.

Christmas is fast approaching and the weather is turning wet and colder so here are some handy tips on keeping warm and healthy over the next few months.

Cold weather can be seriously bad for your health. That's why it's important to look after yourself, especially during the winter. If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. Seek advice from your pharmacist.

Flu is very infectious and spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu, use tissues to trap germs when you cough or sneeze, wash your hands often with warm water and soap, and bin used tissues as quickly as possible. Catch it. Bin it. Kill it.



If you have not yet had your Flu Vaccination and you are eligible please contact the surgery as soon as possible and book an appointment.

Helpful  
Tips

1. If you have kids under five, download the 'NHS Child Health' app free from the app store. It has been developed by medical experts and covers everything from oral health, upset tummies and diarrhoea, to advice on bumps and bruises.
2. Remember, there are lots of seasonal viruses circulating at this time of year and most of them just require some good old TLC. Sore throats, coughs and colds and upset tummies will all clear up if you simply look after yourself well (rest, drink plenty of fluids and take over the counter medication).
3. Your high street pharmacist is a medical expert and can advise you on a whole range of minor illnesses without the need for an appointment. Many pharmacies have private consultation rooms and are open late in the evenings and at weekends, too. If you start to feel unwell, get help from your pharmacist quickly before it gets more serious.
4. Christmas is just around the corner and now is the time to order any repeat prescriptions you might need from your GP. It's also a good idea to stock up your medicines cabinet with things you might need to combat common winter illnesses.

5. NHS 111 is available 24/7 if you need urgent medical help or advice when it's not life-threatening. NHS 111 is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. You should call 111 if you:
  - need medical help fast but it's not a 999 emergency
  - think you need to go to A&E or need another NHS urgent care service
    - don't know who to call or don't have a GP to call
  - need health information or reassurance about what to do next
6. Please, please, please help us to keep our busy emergency departments and 999 ambulance services free for those who really need them. The NHS always sees more people requiring emergency hospital admission at this time of year and it's important that everyone plays their part to keep our hospitals free for those with serious life-threatening emergencies.
7. Spare a thought for others who are more vulnerable and check up on older friends, relatives or neighbours to make sure they are warm enough and have stocks of food and medicines so they don't need to go out during very cold weather. It's important to keep warm and to stay indoors during very cold weather if you have heart or respiratory problems.
8. 'Tis the season to be jolly but please make sure you drink sensibly and don't over indulge on alcohol and food. If you are out and about enjoying the festivities wrap up warm.



We had our Care Quality Commission visit in October and we have been rated as "GOOD". We are very pleased with this outcome and thank patients for their contribution to the process. However, we will not sit on our laurels and will look to improve our services moving forward. Any patient suggestions are most welcome.

#### "PATIENT PARTICIPATION GROUP"

Following on from our CQC visit we are very keen to develop a face to face dialogue with our patients and would welcome expressions of interest from any patients wishing to take part in this process. We will look to develop a group who we can then meet with and discuss ideas and opinions of the practice moving forward. If you are interested please contact Chris or Teresa at the Surgery on 01568 612229.





Since October we no longer accept requests for repeat medication over the telephone except from housebound patients. There is a new email which can be used to request medication— [westfield.prescriptions@nhs.net](mailto:westfield.prescriptions@nhs.net) . You can also hand in/post your request or register for **on line access**. On Line Access enables you to order repeat medication and also book/cancel appointments. If you wish to use this service please bring in photo ID to the surgery or ask reception for more details.



If you find you no longer need your appointment, please remember to contact us to cancel.

**Care Navigation**— You may have already noticed that our reception team ask you a few questions when you ring in to make an appointment. This is simply so they can direct you to the person most suitable to help with your problem. Everything you tell them will be in the strictest confidence. Thank you for your co-operation.

Are you a Carer?

If you help support a friend or family member and they depend upon you for help then you are a carer. We would like to support you so please let the Surgery know so we can add a note to your records. We can also forward your details to Herefordshire Carers Support if you wish.

HEREFORDSHIRE  
**CARERS SUPPORT**  
01432 356068



Some NHS Campaigns for the Winter:

- 1st December - World Aids Day
- January 2019 - Dry January
- 21st—27th Jan - Cervical Cancer Prevention Week
- 4th February - World Cancer Day
- 7th February - Time to Talk Day re Mental Health
- 13th March - No Smoking Day



# **WESTFIELD SURGERY**

## **IMPORTANT INFORMATION**

**WE HAVE A PRACTICE WEBSITE**



**PLEASE TAKE THE TIME TO HAVE A  
LOOK**

**[www.westfieldsurgeryleominster.co.uk](http://www.westfieldsurgeryleominster.co.uk)**