

THE WELLBRIDGE PRACTICE
CHRISTMAS/WINTER NEWSLETTER



Welcome to our 2018 Christmas/ Winter Newsletter.

PLEASE SEE OUR CHRISTMAS AND NEW YEAR OPENING TIMES ATTACHED TO THIS NEWSLETTER.

EMERGENCY SURGERY – As you are probably aware we have changed our morning surgery to an **Emergency Same Day Surgery**. We now have just one doctor seeing patients who have a medical emergency that requires treatment that day. Used correctly this system will allow us to provide many more routine/pre bookable appointments.

IT IS IMPORTANT THAT PATIENTS ONLY ATTEND THIS SURGERY IF THEY HAVE A PROBLEM WHICH REQUIRES EMERGENCY MEDICAL ATTENTION ON THAT DAY.

IF YOUR PROBLEM DOES NOT REQUIRE EMERGENCY ATTENTION ON THE DAY YOU WILL NOT BE SEEN IN THIS SURGERY AND WILL BE ASKED TO MAKE A ROUTINE APPOINTMENT.

PLEASE HELP YOUR DOCTOR TO HELP YOU.

Thank you for your co-operation.

PATIENTS WHO D.N.A. (DO NOT ATTEND) THEIR BOOKED APPOINTMENTS - Data released by NHS Digital has shown that in October 2018, 2.8 million people were not seeing a doctor until at least 21 days after they had booked an appointment. **However, the figures also show that more than a million people are failing to turn up to their pre booked appointments each month – equating to around one in 20.**

You may find this hard to believe but in the last 4 months **488** patients **FAILED TO ATTEND** their pre booked appointments at The Wellbridge Practice. This equates to over **81** hours of wasted doctor and nurse time. **PLEASE LET US KNOW IF YOU CANNOT KEEP YOUR APPOINTMENT SO WE CAN OFFER IT TO SOMEONE ELSE. HELP US TO HELP YOU.**

FLU VACCINATIONS - We hope all our Over 65 patients, and all other patients considered at risk from the effects of flu, have had their vaccination by now. **If you haven't, it's not too late!**
Contact the Practice to make an appointment ASAP. **GET PROTECTED.**

EAR IRRIGATION (ear syringing)- We currently offer ear irrigation (previously known as 'syringing') at Wellbridge, though many GP practices no longer do. If you feel your ears are 'blocked' but have no pain, please come to the surgery to pick up a leaflet that will explain what you need to do. Should the drops (Olive Oil) that we suggest not clear your ears after a couple of weeks please make an appointment to see the Practice Nurse for us to check them. If we feel it is necessary, we will then arrange for you to come for irrigation of the ear at the next available appropriate appointment.

NB. If you have any ear pain or discharge from your ears you should make an appointment to see a Doctor. This is unlikely to be caused by 'wax'.

KEEP WARM, KEEP WELL THIS WINTER

Keep your home warm - *If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C. It's a good idea to keep your bedroom at this temperature all night if you can. During the day you may prefer your living room to be slightly warmer. Make sure you wear enough clothes to keep warm.*

- 1. Eat well in winter** - *Food is a vital source of energy, which helps keep your body warm. Try to make sure you have hot meals and drinks regularly throughout the day and keep active in the home if you can.*
- 2. Stay Active** - *We all know that exercise is good for your overall health – and it can keep you warm in winter. If possible, try not to sit still for more than an hour or so.*
- 3. Wear warm clothes** - *Wrap up warm, inside and out. Wear lots of thin layers – clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat. Wear shoes with good grip to prevent slips and fall when walking outside. If possible stay inside during a really cold period if you have heart or respiratory problems.*
- 4. Help your neighbours in winter** - *Check on older neighbours or relative to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather. If you're worried about a relative or an elderly neighbour, [contact your local council](#) or ring the Age UK helpline on 0800 00 99 66.*

WINTER AILMENTS ADVICE

The majority of people suffer from colds, sore throats, and headaches occasionally. These are most often due to viruses, and do not respond to treatment given by the GP. They will usually get better on their own, given a few days.

If suffering from a cold, or sore throat, it is best to stay home and keep warm, drinking plenty of clear fluids. Plenty of rest and over the counter medication can help relieve symptoms and simple pain relief tablets can often reduce a fever.

Winter increases the incidence of gastric infection. Again, staying at home and resting is helpful. Try to drink clear fluids: frequent sips are more acceptable; try a straw with children. Do not attempt to eat solid food until you have not vomited for 24 hours. Try to "rest" your digestion for a couple of days by introducing simple, bland food gradually.

Remember thorough hand washing after visiting the lavatory and before eating or preparing food is essential to prevent reinfection, or passing on the illness to other family members.

We hope you found this edition of our Practice Newsletter useful and informative. Please let us know if there are any subjects you would like to see covered in future issues.

On behalf of everyone at The Wellbridge Practice, I would like to wish all our patients a Very Merry Christmas and a Happy and Healthy 2019.

Jan Burt.
Practice Manager

"A Merry Christmas to us all; God bless us, every one!" - Charles Dickens

THE WELLBRIDGE PRACTICE, WOOL SURGERY.

CHRISTMAS 2018 & NEW YEAR 2019 OPENING

Monday 24th December (Xmas Eve) <i>(The surgery will close at 1pm. However a doctor will remain on duty until 6.30pm to deal with medical emergencies.)</i>	Morning only Emergency Surgery 8.30am -10.30am Pre booked appointments
Tuesday 25th December (Xmas Day)	CLOSED
Wednesday 26th December (Boxing Day)	CLOSED
Thursday 27 th December	NORMAL OPENING
Friday 28 th December	NORMAL OPENING
Saturday 29th December	CLOSED
Sunday 30th December	CLOSED
Monday 31 st December (New Year's Eve)	NORMAL OPENING
Tuesday 1st January 2018 (New Year's Day)	CLOSED
Wednesday 2 nd January	NORMAL OPENING

PLEASE USE OUR EMERGENCY SERVICES WISELY THIS CHRISTMAS & NEW YEAR.

WHEN THE SURGERY IS CLOSED - 111 Out of Hours Service - If you require urgent medical assistance which cannot wait until the surgery re-opens you should ring **111**. Calls to the **NHS 111 service** are free from both landlines and mobiles. **PLEASE NOTE: PAY AS YOU GO MOBILES MUST HAVE AT LEAST 1p CREDIT.**

*This service is for urgent medical situations – if you, a member of your family, become ill and you are concerned. It is **not** for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results etc.*

Or - *You can visit a local pharmacy (chemist). Your local paper will have details of pharmacies opening late on weekdays and on Saturdays, Sundays and Bank Holidays.*

Or - *If you have a life threatening medical emergency you should ring: 999*

PLEASE ONLY GO TO A&E IN A REAL EMERGENCY SUCH AS: Suspected heart attack, heavy blood loss, suspected broken bones, deep wounds, severe breathing difficulties, a head injury, chest pain or patient is unconscious.

SWANAGE MINOR INJURIES UNIT – Queens Road, Swanage, BH19 2ES

Telephone: **01929 475 009** Open 8am – 8pm every day **EXCEPT CHRISTMAS DAY** when the unit will close at 3.30pm .

The unit can treat - injuries to upper and lower limbs, broken bones, sprains, bruises and wounds to shoulder, upper limbs knee, lower leg, ankle and foot, bites – human, animal and insect, burns and scalds, wound infections, minor head injuries, foreign bodies in eyes, nose and ear and minor asthma attacks. We can also provide emergency contraception, and may be able to help with minor ailments (check with your local MIU).

WE WISH ALL OUR PATIENTS A HAPPY AND PEACEFUL CHRISTMAS.