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Issue 13

Newsletter

Summer 2018

# PRACTICE NEWS



## Newsletter content!

Hayfever - Staff updates - Flu clinics - Recent Donations - Facebook - Holiday season - Patient online - GDPR - PPG Meetings - Important dates - Receptionist poster

## Staff update:

**Hannah** is new to the practice team as an administrative apprentice.

**Steve** will now be providing cover for Vince as a relief delivery driver.

**Jill** is new to the reception team and will be working at both Sherburn and Rillington.

**Caroline** is our clinical pharmacist and has recently qualified as an independent prescriber supporting the GP's providing appointments for annual medication reviews, blood pressure/hypertension reviews and treatment for minor illnesses. Caroline is also able to manage requests for medication and discuss any concerns patients may have with any medication they are taking.

**Katie** will be joining our team as a physician associate full time from October who will be working independently under the supervision and support from the GPs. Katie is able to see patients to help treat, diagnose and manage a wide array of any medical conditions.

**Kimberley** our newly qualified practice nurse has recently graduated from Teesside university with 2:1 in BSc (Hons) nursing studies adults. We congratulate Kim on her graduation and wish her all the best for her career in nursing!



## Newsletter feedback

We prepare this newsletter to inform our patients of any changes within the practice, seasonal topics and any updates. If you have any suggestions for the next newsletter or feedback about the information we are sharing please make a note of these below and return to the receptionist who will pass this onto Lorna, newsletter editor. We value your feedback.

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Newsletter feedback for Lorna



## TOP TIPS FOR COPING WITH HAYFEVER

Between the months of March and September the pollen count is usually at it's highest which means hay fever symptoms are usually at their worst during this period. Hay fever can last between a few weeks to a few months. Common symptoms of hay fever include:

- Sneezing and coughing
- A runny or blocked nose
- Itchy, red or watery eyes
- Itchy throat, mouth, nose and ears
  - Loss of smell
- Pain around your temples and forehead
  - Headache
  - Earache
  - Feeling tired

Unfortunately there is no cure for hay fever at the moment however there are lot's of things you can do to help relieve some of the symptoms!

### DO:

- ◆ Put Vaseline around your nostrils to trap pollen
- ◆ Wear wraparound sunglasses to stop pollen getting in your eyes
- ◆ Shower and change your clothing once you have been outside to wash any pollen off
  - ◆ Stay indoors whenever possible
  - ◆ Keep windows and doors shut as much as possible
  - ◆ Vacuum regularly and dust with a damp cloth
- ◆ Buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

### DON'T:

- ◇ Cut grass or walk on grass
- ◇ Spend too much time outside
- ◇ Keep fresh flowers in the house
- ◇ Smoke or be around smoke - this can make symptoms worse
  - ◇ Dry clothes outside - they catch pollen
- ◇ Let pets into the house if possible - They carry pollen indoors.

**A pharmacist can help you with your hay fever symptoms** - Speak to your pharmacist if you have hay fever. They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays. Seek advice from a Health Care Professional at the practice if your symptoms get worse or your symptoms don't improve after treatment advised by the pharmacist.

# Flu Clinics



We will be holding our annual flu clinics as follows:

## Village Halls - 23rd October

West Heslerton 9AM

Staxton 10AM

Foxholes 11.30AM

Weaverthorpe 12.30PM

\*There is no need to book for the village hall clinics as these are drop in clinics however please arrive at the set time for your local village hall\*

## Sherburn Practice

24th October 10am-1pm

30th October 2pm-5pm

31st October 2pm-4pm (Children's clinic)

1st November 2pm-4pm (Children's clinic)

6th November 10am-12pm

## Rillington Practice

29th October 2pm-6pm

30th October 2pm-4pm (Children's Clinic)

1st November 2pm-4pm (Children's Clinic)

5th November 4pm-6pm

\*Please ensure you book an appointment with either practice for your flu appointments, these are pre-bookable only\*

## Donations

We have recently received some donations into the practice for which we are extremely grateful. The money that we received has been put towards buying two replacement ECG machines and a Doppler.



Please note we now have a Facebook page on which we post updates regarding the practice i.e. any technical problems, new programmes within the NHS, job adverts and much more! Search for "Sherburn & Rillington Practice" to keep updated with the latest information.



# Holiday season!



## Planning a trip abroad- Are you protected?

If you are planning a trip abroad and you require vaccinations and/or travel advice please pick up a travel questionnaire from reception or visit our website ([www.srpractice.co.uk](http://www.srpractice.co.uk)) to submit one online. Please drop your completed questionnaire in at your usual practice as early as possible - ideally at least 8 weeks before you travel to allow the nurse to review your travel plans and order the appropriate vaccinations before your appointment. Your appointment needs to be at least 2 weeks before you travel to allow the vaccines to work. Travel information can also be sought by visiting the following website: [nathnac.net](http://nathnac.net)

### Please be aware:

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS. The nurse will discuss these vaccinations and charges with you and please can we request payment before your appointment.



## Patient Online

Why wait? Did you know that you can book your appointments, view your medical records and order your prescriptions online? Please see one of our receptionists for more information or for a form to gain access, quick, easy and secure!

### General Data Protection Regulation (GDPR)

Please also have a look on our website at our privacy statement - if you don't have access to the internet and would like to view our privacy statement please ask a member of staff who will be able to provide you with a copy.

[www.srpractice.co.uk](http://www.srpractice.co.uk)

# PPG - Patient Participation Group

Within the practice we have a group of patients who we meet with at least four times a year who we involve with us to help develop and assist with practice issues and on-going improvement to our services. If you would be interested in joining this group please contact our Practice Manager Sally Skelton - 01944 710226 or via the practice email: SCRCCG.SherburnandRillington@nhs.net if you feel you would be unable to commit to attending meetings at the practice you could join our virtual group, where you would receive meeting agenda's and minutes and able to email your thoughts and opinions into the practice to be fed into the group discussions.

## Protected Time for Learning

The Practice is supported by Scarborough and Ryedale Clinical Commissioning Group to provide and facilitate important training and learning events for practice staff to help them keep up to date with relevant information to carry out their job and continue to deliver the services at the practice.

When the practice is closed, there will be an On-Call service running during these events and these dates will be displayed in the practice premises, on the main entrance door, main reception areas and on the Scarborough and Ryedale Clinical Commissioning Group website **times and any test results will be available the following day after 2.00pm..**

**Please remember to collect repeat prescriptions outside of these**

The practice will be closed from 12.30pm on the following dates:-

Tuesday 4th September 2018  
Thursday 15th November 2018  
Thursday 28th February 2019

**More dates are to follow for the year ahead, we will place posters with further dates up in both practices.**

**In cases of medically urgent problems, please phone the practice and your call will be forwarded on to the On-Call GP service.**

## Bank Holiday's 2018/2019:

The practice will be closed on the following bank holiday dates. In cases of medically urgent problems, please phone the practice and your call will be forwarded to the On-Call GP service.

Monday 27th August - Summer Bank Holiday  
Tuesday 25th December - Christmas day  
Wednesday 26th December - Boxing Day  
Tuesday 1st January 2019—New Years Day



## **Why does the receptionist need to ask what's wrong with me?**

**It is not a case of the receptionists being nosey!**

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

**Receptionists are asked to collect brief information from patients:**

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

**Reception staff, like all members of the team, are bound by confidentiality rules**

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



**Thank you for your support**