

NEWSLETTER

SUMMER 2016

ANTIBIOTICS



All colds and most coughs / sore throats are caused by Viruses. Antibiotics do not work against viral infections.

The best way to treat most of these conditions is to rest and drink plenty of fluids.

What is antibiotic resistance?

Bacteria can adapt and find ways to survive the effects of an antibiotic which means the drug no longer kills the bacteria.

Some bacteria that cause infections in hospitals, such as MRSA, are now resistant to several antibiotics.

So, in line with current guidelines, we only prescribe antibiotics when it is appropriate to do so.

ON-LINE SERVICES



We now offer online services where you can order prescriptions, book appointments and even view your medical records.

To use these services you will need to complete an application and provide two forms of identification (one must be photographic).

Please ask at reception.

TRAVEL VACCINATIONS



Now that summer is here we are thinking of holidays. If you are travelling abroad, check whether vaccinations are recommended for your destination.

Our nurses offer a comprehensive Travel Clinic. Complete a Travel Questionnaire on our website or fill in a paper copy which is available from reception.

TEXT MESSAGING



Where we hold a mobile phone number we confirm appointments by Text Message.

On the day prior to the appointment a reminder is sent.

If you are unable to attend or no longer require the appointment, please let us know.

We are still experiencing too many 'no shows'.

Please remember to advise us if you change your number.

If you do not wish to receive text messages, please inform reception.

APPOINTMENTS



We release forward booking appointments one week beforehand and retain others for same-day booking.

Demand for appointments remains very high and so our receptionist will ask the nature of your complaint to ensure you are booked with the most appropriate clinician.

**On Monday 4<sup>th</sup> July alone, 20 patients did not turn up for their appointments, a waste of 4 hrs 20 mins clinician time in one day! Please cancel if the appointment is not needed.**

## IMPORTANCE OF BLOOD PRESSURE CHECKS



High blood pressure is a common and dangerous condition. Having high blood pressure means the pressure of the blood in your blood vessels is higher than it should be.

Regular monitoring is particularly important for those patients who suffer from a Chronic Disease or who have had a Stroke / Heart Attack.

During opening hours, patients can measure their blood pressure by using the self-service machine which is situated in our reception area.

Once done, simply hand the printed slip to a receptionist with your Name, Date of Birth and Contact Number written on the reverse.

## ALCOHOL



If you are concerned about your alcohol intake, or simply want to cut down, we now have an in-house team who can help.

Reducing alcohol intake can improve your physical and mental well-being.

The team are here each Wednesday morning, just make an appointment at reception.

## PHARMACY HELP



Most pharmacies now have consulting rooms and can assist with minor ailments.

Please think of speaking to a pharmacist before making an appointment with the GP if you have one of the following conditions:

**Cough, Cold, Earache, Sore Throat, Threadworms, Teething, Athletes Foot, Thrush, hay Fever, Blocked Nose, Sprain / Strain**

## WELFARE RIGHTS



We now have a Welfare Rights advisor attending the surgery on Wednesday mornings, who can provide free confidential advice and assistance relating to Welfare Benefits and Tax Credits.

You can arrange to speak to the advisor by contacting Middlesbrough Council welfare Rights Unit on:- 01642 729242 / 01642 729985 or by Email:-

[welfarerights@middlesbrough.gov.uk](mailto:welfarerights@middlesbrough.gov.uk)

*Be sure to say you want to be seen at Park Surgery*

## BLOOD & ORGAN DONATION



If you needed an organ transplant would you have one??

If so, please help those in need of a transplant by opting to donate organs, tissue and blood.

NHS England has now made it very simple for patients to self-register on the NHS Blood and Transplant website – [www.nhsbt.nhs.uk](http://www.nhsbt.nhs.uk)



## 10 WAYS TO MAKE THE MOST OF YOUR DOC

1. **Prepare your story** – know exactly what you need to report so that the doctor can get straight to the point.
2. **Expect an examination** – your story gives most information but an examination may complete the picture.
3. **Remember any props** – take your pills with you, a photo of a rash, anything that will help.
4. **Start with the most important** – if you have a few issues, start with the most important to you.
5. **Don't be shy** – blokes are the worst, if you have a personal problem just tell, the doc has heard it before.
6. **Bring your homework** – e.g. if you take blood pressure readings at home, take a note of them with you.
7. **Know what you want** – if you are feeling low, do you want medication or advice?
8. **Avoid asking for repeat prescriptions** – order these in the normal way to save a GP appointment.
9. **Avoid a long list** – appointments are for 10 minutes. Book a double appointment if you have several issues.
10. **Ask for more information** – it is hard to remember everything you are told. Ask for a leaflet if it helps.