AR RAZI MEDICAL CENTRE

NEWSLETTER VOL 1

Due to the general difficulty in creating a working PPG, the Practice has decided to implement a ‘virtual’ PPG. You have very kindly consented to receive this by email.

The newsletter is planned to have a quarterly publication and will only be available as an electronic version.

You will be able to feed back to the practice about issues and ask questions about the practice such as changes that might be implemented in the future. The feedback to the practice should not be medical or personal, and your contact details will not be shared with anyone else. Of course, you are always welcome to change your mind and request that we remove your email address from the contact list. This will also apply if you leave the practice and register elsewhere.

Other practices with established PPG’s, report that the relationship between practice staff and patients is improved, with patients gaining a greater understanding of primary care and the NHS in general, and staff being made aware of patients’ perspectives.

TOPICS (Quarter 3)

* How does GDPR affect you- the patient?
* New guidelines in over the counter medication effective 01.10.2018
* NHS Health Checks
* Flu Season – an update

How does the GDPR affect you – the patient?

In May, data rules were strengthened giving data subjects more control of who held and/or shared their data. The practice has always rigorously defended their stance on data protection and this may have caused some inconvenience to patients. Where patients have had relatives speaking on their behalf, the practice is now insisting on being able to speak to the patient directly; of course, as soon as consent is gained, staff are happy to then speak to the relative. We have done away with the notion of ‘blanket consent’, and we will now ask every time for consent. We have a policy available for you to view in person at the front desk, or you can email back requesting a copy.

Over the counter medication

From 1 October 2018, prescriptions will not be given for medication/treatments are available to purchase in a pharmacy or supermarket. The reasoning behind this guidance from NHSE is that these are generally self-limiting conditions ie it will clear up on its own and there is little or no evidence that a prescribed treatment will clear up the condition.

The minor illnesses and ailments are:

Conjunctivitis Cradle cap (infants) Dandruff

Diarrhoea (adults) Dry eyes Earwax

Excessive sweating Haemorrhoids Head lice Indigestion/heartburn Infrequent constipation Infrequent migraine Insect bites/stings Irritable bowel syndrome Mild acne

Mild contact dermatitis Mild cystitis

Mild dry skin/sunburn Mild hay fever Minor burns/scalds Mouth ulcers

Nappy rash Oral thrush Dental issues Ringworm Athletes foot Sleep problems

Sun protection Teething Threadworms

Travel sickness Warts and verrucae

NHS Health Checks

If you are aged between 40 and 74, have no existing chronic conditions such as diabetes or hypertension and have not had an NHS Health Check in the preceding 5 years, then you are entitled to an NHS Health Check. A blood sample is taken along with some diet and lifestyle questions. This scheme has proven extremely successful in screening for undiagnosed diabetics and hypertensives, catching them early on and starting treatment.

Please contact the practice on 0116 249 0000 to book an appointment with the Healthcare Assistant on either a Monday or Friday morning.

Flu Season – an update

This season the NHS has launched the Help Us Help You – Stay Well This Winter Campaign. The 5 key points recommended are:

* Make sure if you are eligible, that you have your flu jab
* Keep your home at 18°C or higher if you can
* Take advantage of financial schemes and discounts if eligible to help with heating costs
* Visit your local pharmacy as soon as you start to feel unwell with a winter illness
* Look out for other people who may need a bit of help over the winter

The Practice would like to enlarge upon the themes above as follows:

* Please book for your flu jab – or go to your local pharmacy for one
* At the first sign of a winter illness, please visit your pharmacist before it gets more serious. Pharmacists are fully qualified to advise you on the best course of action.
* Keep warm. Wear several layers rather than just one bulky layer. Keep active
* Check your medicine cabinet – your pharmacist will be able to advise you
* Manage symptoms with rest, fluids, at least one hot meal a day and over the counter medication
* Make sure you have your repeat medication if applicable, ordered well before the holiday break.

Please send your feedback to [arrazimedicalcentre@gp-c82105.nhs.uk](mailto:arrazimedicalcentre@gp-c82105.nhs.uk).