

The Orchard Partnership News

Issue 5 14th December 2017



The Partners and staff would like to wish all of our patients their families a very happy and healthy festive season.

Internet pharmacies/Pharmacy2U:

Our dispensary services are *currently under threat* from large private internet pharmacies such as Pharmacy 2 U and Express Chemist. The income from our dispensary services allows us to continue running our village practices, which might otherwise have to close. Please support us by continuing to use our dispensary as usual.

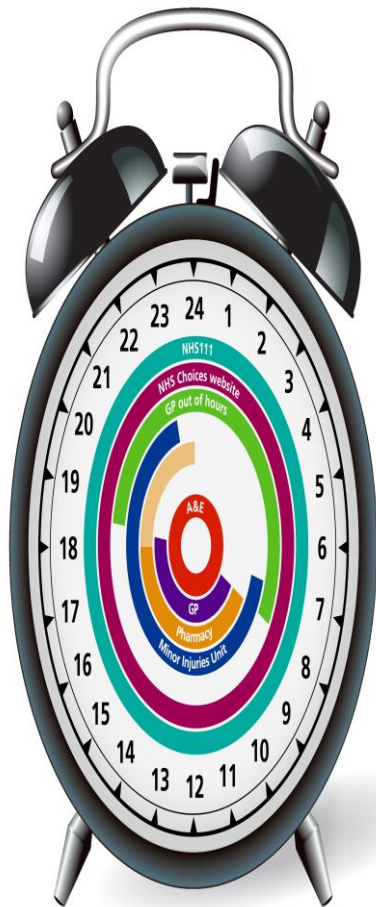
If you are struggling with any aspect of this, or have any suggestions on how we could improve, please let our Practice Manager, Jess Holland, know either at top@nhs.net or on 01980 620259.

Welcome Dr Toby Williams:

A warm welcome to our new GP who has replaced Dr Merwen Dartash. Dr Williams comes with vast amounts of experience and will work in Fovant on a Monday and Shrewton on a Thursday and Friday

Patient Participation Group (PPG):

We always welcome any comments or suggestions you may have. Please see our website or our friendly team for further details. We also have a PPG and we welcome you to participate in this group. The next meeting will be held at The Old Orchard Surgery, Wilton on the 15th January. Please contact Claire Snook- PPG secretary at clairesnook@nhs.net for further details.



Around The Clock Health Care in Wiltshire

NHS 111

Free non-emergency number 24 hours a day, 365 days a year

NHS Choices

UK's biggest health website 24 hours a day, 365 days a year

GP out of hours

Call your GP to access the service

Minor Injuries Unit (MIU)

Treat non-life-threatening minor injuries e.g. simple fractures. The nearest one is at Westminster memorial Hospital in Shaftesbury-Open 9am-6pm or Salisbury walk-in centre, Avon Approach, Salisbury- Open 6.30pm-10pm daily

Pharmacist

Medicine experts and can provide advice on common ailments At the first sign of illness, get help from your pharmacist before it gets more serious

GP

See a GP if your condition can't be treated with over the counter medicine or advice from a pharmacist

A&E

Genuine life-threatening emergencies only 24 hours a day, 365

PLEASE REMEMBER TO BOOK YOUR FLU VACCINATION. PLEASE CONTACT YOUR SURGERY FOR BOOKINGS AND FURTHER DETAILS!



Winter coughs and colds

(Press release from Wessex LMC)

The cold weather has now come and follows a period of exceptionally mild weather. For the NHS this will mean that the demands on general practice and the hospital services will increase, often called winter pressures.

At this time of year, we see a significant increase in the number of patients with coughs, colds, sore throats and flu like symptoms. The majority of these conditions are caused by viruses; they will not respond to antibiotics and will get better after a few days. There is also an increase in the numbers of strokes and heart attacks in the winter months, thought to be caused by the cold temperatures increasing a persons blood pressure and it taking longer for this to return to normal.

What can you do?

***Make sure you have the Flu jab** – it's the best form of protection against contracting the Flu – this is particularly true for young children, those over 65, pregnant women and anyone with a long-term condition (heart disease, Diabetes, Respiratory disease etc) or if you are a carer.

***If you develop a cough, cold or sore throat** – take some paracetamol, drink plenty of fluid and if necessary seek further advice from NHS 111, NHS Choices website or your local pharmacy. There is an excellent website called Self Care Forum - <http://www.selfcareforum.org/> which has some excellent fact sheets about self-care from backache to sore throat. You can also look on the NHS website NHS Choices www.nhs.uk. Your practice may also have reliable self-care information on its website.

***Use local pharmacies** for advice about common winter ailments; the pharmacist can give advice about medications and sometimes assess you

***Keep warm** - Keep your home at 18C (65F) or higher if you can.

***Eat well** – hot meals and drinks can keep you warm.

***Make sure you order and collect your prescriptions** early enough – don't run out. Take your medication regularly for existing conditions. Perhaps put a reminder on your phone or calendar a few days before. In particular, think about the Christmas period now – are you due to run out?

***Take regular exercise.** Exercise is good for both your physical and mental health.

***Everyone should have a medicine cabinet** – with a thermometer and common treatments for pain, allergies, diarrhoea and vomiting as well as treatments for minor injuries. Your local pharmacist can advise you for each of appropriate medications for each of these categories. There are often a variety of products that contain the same medical ingredient – these can be over a range of prices – look for the active ingredient – again your pharmacist can advise you on the available options.

On an average day in excess of 1,000,000 patients will see a GP in England and in the winter months this can increase by 30%.

Empower yourself before you book an appointment to see your GP please consider the alternatives that are available to you.

Long term conditions recalls:

We reviewed the way in which we will be inviting you in for your annual review for your long term condition. Long term conditions such as COPD, Asthma, and Diabetes need reviewing every year to ensure you are on the correct medication and the Practice is supporting you with the care of your condition. You will be invited to attend your annual review around your birthday month. If you do not wish to attend your annual review please let the reception team know to ensure you do not receive any further invites.

Referrals:

If you have been referred by your GP or nurse please contact the Sarum Referral Centre for further details or a progress update of your referral.

Sarum Referral Centre:
01980 840284 / 840800

The Orchard Partnership News

Issue 5 14th December 2017

<p>Travel Vaccinations: From January we will be running a dedicated travel clinic on a Tuesday afternoon for all of our patients at The Old Orchard Surgery in Wilton. Please phone your surgery for further details and please remember to book your travel at least 6 weeks in advance and fill in your questionnaire.</p>	<p>Self Check-in screen: Our Codford site-The Cherry Orchard Surgery is trialling a self check-in screen. If you are a patient at our Cherry Orchard, please do give it a try next time you are in for an appointment.</p>
<p>Did not attend (DNAs)- Did you know that in November 156 appointments were unattended! We understand that life is very busy, but please remember to cancel your appointment so that it frees up a slot for someone else that may need it. <i>We can help! Please see reception to sign up to our free SMS reminder service. Whilst your there, ask about our other great online services.</i></p>	<p>Are your details correct? It is VITAL that we have the correct details for you. Please keep us up-to-date with your address, phone number, email and mobile phone number. We now provide an appointment reminder service and it is vital details are accurate.</p>