

## Useful Contacts and Information

In an extreme **Emergency** do not hesitate to dial **999**

Lynton Chemist  
 North Devon District Hospital  
 Royal Devon & Exeter Hospital  
 Non-Emergency Advice/Out of Hours  
 Palliative GP Service Out of Hours  
 Family Planning Clinic  
 Caen Medical Centre (Midwives)  
 North Devon Hospice  
 Travel Clinic Exeter  
 Patient Transport Advisory Service

Tel: **01598 753377**  
 Tel: **01271 322577**  
 Tel: **01392 411611**  
 Tel: **111**  
 Tel: **0845 5049113**  
 Tel: **01271 371761**  
 Tel: **01271 818030**  
 Tel: **01271 344248**  
 Tel: **01392 430590**  
 Tel: **0345 155 1009**



# LYN HEALTH

## Spring 2018 Newsletter

### Get the right help for your condition

General Practice is currently under more pressure than ever. We know that a GP appointment is not always needed and actually may lead to delays in treatments and poorer standards of care being provided. Often patients may be able to self-care or direct themselves to the most appropriate healthcare professional and we would like to help empower our patients to be able to do this. We have produced a leaflet called "Get the right help for your condition" which will signpost you to the most appropriate service. These are available to collect from reception or download from our website.



### Chasing Hospital Appointments



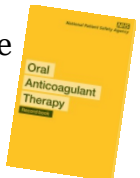
There has been a significant increase in the number of patients requesting the GP's to write letters to chase up or expedite hospital referrals and appointments. This appears to have come from some hospital departments when patients phone to query appointment dates. This has occurred due to increased waiting times at North Devon District hospital. Unfortunately we do not have the capacity to deal with these requests nor have our letters been very successful in the past when we have written on behalf of patients.

We recommend that you stay in contact with the hospital department treating you and if you are unhappy with the wait or feel you need to be seen more quickly then you need to discuss this further with the hospital department which is organising your care.

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### Notice to INR Patients

Please ensure that you collect your record book after you have received your dosing call. If you are unable to collect it then please leave a stamped addressed envelope with the nursing team when you have your test. Thank you.



## Stay well

Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough, Colds. Grazes, Small cuts. Sore throat.	Diarrhoea, Earache. Painful cough. Sticky eye. Teething, Rashes.	Arthritis, Asthma. Back pain. Vomiting. Stomach ache.	Cuts, Sprains. Strain, Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
Self-care is the best choice to treat minor illnesses and injuries.  A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.  No appointment is needed and most pharmacies have private consulting areas.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.  They are usually led by nurses and an appointment is not necessary.	A&E or 999 are best used in an emergency for serious or life-threatening situations.

<b>NHS 111</b>	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call <b>NHS 111</b> .		24 hours a day 7 days a week
<b>NHS Choices</b>	You can also access health advice and guidance or find your nearest service online through NHS Choices.		Visit <a href="http://www.nhs.uk">www.nhs.uk</a>

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

**LYN**  
**Health**  
 Medical and Minor  
 Injury Services

Burvill Street, Lynton. EX35 6HA

Tel 01598 753226

Email [D-CCG.Lynton@NHS.net](mailto:D-CCG.Lynton@NHS.net)

Website [www.lyntonhealthcentre.co.uk](http://www.lyntonhealthcentre.co.uk)

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## Ticks

Ticks carry a bacterial infection that can lead to Lyme Disease, although this is very rare. Be aware of symptoms of Lyme disease as it can be serious if it is left untreated. If you have been bitten by a tick, it should be removed as soon as possible. Symptoms of Lyme disease can be present up to a year after the initial contact.

### Symptoms to look out for within 10 days of the bite;

- Bulls eye ring of inflammation around the site of the bite
- Fever and flu like symptoms

You should contact your GP if you notice any of these symptoms.



### To avoid tick bites;

- Wear suitable clothing that covers the limbs when walking in the countryside
- Be aware of the habitats of ticks – Areas of deep or overgrown vegetation where they have access to animals to feed on.
- Wear light-coloured fabrics to help you to spot a tick on your clothes
- Use insect repellents
- Inspect your skin for ticks, particularly at the end of the day, including your head, neck and skin folds (armpits, groin and waistband)
- Check your child's head and neck areas, including their scalp
- Check pets, don't bring ticks indoors on their fur.

If you have any concerns then please phone the surgery or see the Minor Injuries Unit. For out of hours advice please call 111.

## Allocated GP

Here at Lyn Health we operate a personalised list system whereby every patient has their allocated GP who they see for routine care and treatment. In order for this continuity to be maintained we do not encourage patients to swap and change and you may only see another GP if you have an urgent problem and your own GP is not available.



## Heidi Hardy Hypnotherapist

North Devon & Somerset. HPD DHP SFBT Sup (Hyp) MAfSFH

### Hypnotherapy can help...

- addictions & habits
- anxiety & stress
- children's issues
- fears & phobias
- high blood pressure
- insomnia
- irritable bowel syndrome
- lack of motivation
- low moods
- low confidence & self esteem
- pain
- panic attacks
- pregnancy & childbirth
- relationship issues
- sports motivation
- stop smoking
- weight management .....and many other issues



**To Book or for Further Information Please Contact**

Phone; **01598 752799** or **07712 182787**

Website; **[www.heidihardhypnotherapist.co.uk](http://www.heidihardhypnotherapist.co.uk)**

## Exmoor Osteopathy

**Exmoor Osteopathy** aims to provide patients with quality

Healthcare, combining techniques and exercises suitable to every patient, in order to allow them to take charge of their own health, as well as helping them along the way.

**Exmoor Osteopathy** is run by two registered Osteopaths; Ed Stenner and Katarina Smith, whose goals are to bring friendly, professional musculoskeletal advice and treatments to the local Exmoor area. They

currently provide **osteopathy** and **sports massage treatments** here at **Lyn Health**.

To Book or for Further Information, Please Contact.

Phone: **07824 168862**, Email: **[exmoor.osteopathy@gmail.com](mailto:exmoor.osteopathy@gmail.com)**





## Come and Join Our Patients' Group

Lynton has a functioning Patient Participation Group (PPG), but we need more members. The problem is that as most people are so contented with Lyn Health Surgery, they do not feel moved to meet and share good news. People are always ready to complain, less energized to praise.

BUT, we need more members, not least because it is a mandatory requisite of all GP Practices. We need more men, young Mums and other younger members. Any patient may join; just contact the Practice Manager at the surgery. We hold 4 meetings a year, held at lunchtime, 1pm-2pm at the health Centre.

At our meetings, we hear from the GPs, the Practice Manager and our Practice/Community Nurses about changes, developments and events in health, local and nationally. We also have guest speakers talking about a range of topics relevant to the community. There is the opportunity for members to question the medical team and then cascade what they learn among their own circles. It also gives the Medical team an opportunity to get feedback and ideas from the members. So please consider becoming a member, you will be very welcome and be filling a very worthwhile service to the community.  
*Suzie Sinden, Chair Lynton PPG*



## Louise Prosser Sports Massage & Holistic Therapist



- Sports Massage
- Deep Tissue Massage
- Body Massage
- Reflexology
- Indian Head Massage
- Thai Foot Massage
- REIKI
- Holistic Face Massage

For Further Information or to Book an Appointment Please Contact

**Louise on 07814 236641**

Email: [louise@northdevontherapies.co.uk](mailto:louise@northdevontherapies.co.uk)

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

## Wasted Medications

Did you know that almost 5.5 million is wasted each year in Devon?

The same amount could pay for 730 Heart Bypass Operations, 1,000 Hip Replacements, 2,235 Knee Replacements or 10,720 Cataract Operations.

How can you help your local NHS tackle the problem of medicines waste?

- ♦ **Check:** Look at your supplies – order only the items that you need
- ♦ **Listen:** Listen to the advice from your doctor, nurse or pharmacist and take all medicines as instructed on the label.
- ♦ **Tell:** Tell your doctor, nurse or pharmacist if your medicines are not agreeing with you or you have stopped taking them.
- ♦ **Tick:** Using the counterfoil of the prescription, tick only the medicines you need, and remember “tick in haste – medicines waste.”
- ♦ **Open:** Open your bag of medication while at the pharmacy. If you have item(s) not requested, or surplus to your needs for the next month, please return these before leaving.



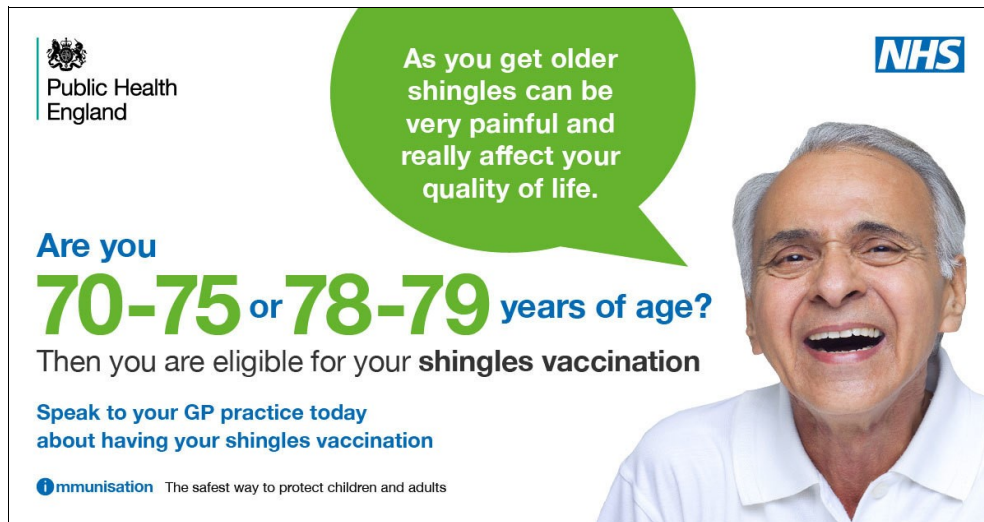
## Guests who have forgotten their medications



Lynton Chemist and ourselves have produced a leaflet which contains information on what your guests can do in the event that they have come away for their break without their medication. We do have a supply of these leaflets at the surgery for any guesthouse or hotel to collect to place in their information packs or to give out when needed.

We hope this will help our local visitors to get hold of emergency supplies as soon as possible so that they can relax and enjoy their stay without worry.

## Shingles Vaccine Eligibility



Public Health England

As you get older shingles can be very painful and really affect your quality of life.

**NHS**

Are you **70-75** or **78-79** years of age?

Then you are eligible for your **shingles vaccination**

Speak to your GP practice today about having your shingles vaccination

immunisation The safest way to protect children and adults

If you are eligible and have not as yet had your Shingles vaccine, please do contact us to make an appointment. Please note, once you reach your 80th birthday you are no longer eligible.

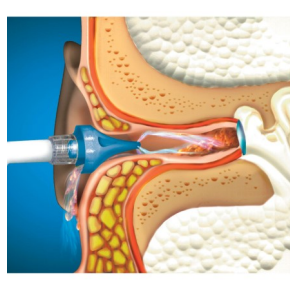
## Requesting Blood Tests



Some patients have started asking for us to book in a blood test just because they would like certain things checking eg. Cholesterol. We would like to remind you that you are unable to simply book a blood test without the authorisation of your Doctor or Consultant.

## Ear Syringing/Irrigation

Ear syringing/ irrigation clinics are available here. If you require this service please collect a leaflet from reception. The leaflet details the process for booking an appointment for assessment as well as giving you advice which may result in you not requiring the procedure.



## Practice Information Leaflet

We now have updated our Practice Information Leaflet. These are available to collect from reception. They give you an overview of our services and guidelines.

Several other information leaflets are also available to collect from reception. Including how to use the online prescription ordering system.

## Test Results

As a polite reminder, please ensure at you call for any test results **after 11am**.



## Don't Forget!

**We NEED your Mobile Number, Email Address, Daytime Telephone Number and Correct Home Address!**

This is to be able to keep fully in touch with you regarding **YOUR HEALTH**. Please ensure we have these details.

## Don't let HAYFEVER ruin your day

Get your hay fever medicines from your local pharmacy at low cost. You won't need a GP appointment or prescription, just talk to your community pharmacist. (Advice from the NHS)



## Childhood Immunisations



Due to new regulations, we now require written consent for your child to be immunised if the mother is unable to attend the appointment. Forms are available to collect from reception or can be downloaded from our website.

Please also remember that you will need to bring the child's Redbook to the appointment. Unfortunately the nurse will be unable to administer the vaccines without this.