

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

Winter 2019 Newsletter



THANK YOU!

All of the staff here at Lyn Health would like to say a **BIG THANK YOU** for all the wonderful cards and gifts that were brought in for us at Christmas. All were very much appreciated.

Staff Training and Closure Dates

The surgery will be closed for staff training on the following dates and times. We apologise for any inconvenience caused. Minor Injuries will remain Open as normal.

Thursday 24th January—Closed between 1pm and 2pm

Wednesday 30th January—Closed from 12.30pm

Thursday 21st February—Closed between 1pm and 2pm

Thursday 21st March—Closed between 1pm and 2pm

Ever wondered why it's hard to get an appointment?

Over the past few months we have displayed in the waiting room the amount of appointments and the time lost to the practice with patients who have failed to attend their booked appointments. To give you an idea these are the results from the last 2 months:



November

13 Patients did not attend their booked Doctors appointment
25 Patients did not attend their booked Nurses appointment
 That was a total of **10.5 NHS hours wasted!**

December

8 Patients did not attend their booked Doctors appointment
28 Patients did not attend their booked Nurses appointment
 That was a total of **9.25 NHS hours wasted!**

Please ensure that you let us know as soon as possible if you are unable to attend a booked appointment as these could be offered to someone else.

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.

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

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



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New Prescribing Guidance

Patients are advised that, as per recent guidance from NHS England, the GP's will no longer be able to provide an NHS prescription for the treatment of the conditions in the list below but will direct patients to purchase over the counter medicines from the Pharmacy. If, as a result of taking these, the condition has not improved the GP will consider what alternatives are available which may result in the issuing of a prescription.

NHS England Guidance to reduce the Prescribing of 'over the counter' medicines for minor health conditions.

NHS England has published guidance to primary care prescribers to not routinely prescribe over the counter medicines for 35 common conditions that fall into one of the following categories:

- A self-limiting condition that does not require any medical advice or treatment as it will clear up on its own, such as sore throats, coughs, colds and viruses.
- A minor illness that is suitable for self-care and can be treated with items that can be purchased over the counter from a pharmacy. These conditions include, for example, indigestion, mouth ulcers and warts & verrucae.

Acute sore throat	Infant colic	Mild to moderate hayfever
Conjunctivitis	Infrequent cold sores of the lip	Mouth ulcers
Coughs, colds and nasal congestion	Infrequent constipation	Nappy rash
Cradle cap	Infrequent migraine	Oral thrush
Dandruff	Insect bites and stings	Prevention of tooth decay
Diarrhoea (adults)	Mild acne	Ringworm / athletes foot
Dry eyes / sore tired eyes	Minor burns and scalds	Sunburn
Earwax	Mild cystitis	Sun protection
Excessive sweating	Mild dry skin	Teething / mild toothache
Haemorrhoids	Mild irritant dermatitis	Threadworms
Head lice	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)	Travel sickness
Indigestion and heartburn		Warts and verrucae

Stay Well This Winter

Five things we recommend you do:

1. Make sure you get your Flu Jab (**Please ensure you advise us if you DO NOT wish to have the vaccine as this will avoid unnecessary contact**)
2. Keep your home at 18C (65F) or higher if you can
3. Take advantage of financial schemes and discounts to help you pay for heating
4. Visit your local pharmacist as soon as you start to feel unwell with the symptoms of a respiratory winter illness
5. Look out for other people who may need a bit of extra help over the winter

**HELP US
HELP YOU**

STAY WELL THIS WINTER

Check your Medicine Cabinet



- Ask your pharmacist what medicines should be in your cabinet to help you and your family through the winter season.
- Many over-the-counter medicines (including paracetamol and Ibuprofen) are available to relieve symptoms of common winter ailments such as colds, sore throat, cough, sinusitis or painful middle ear infection (earache)

So talk to your pharmacist for advice on getting the relief you need.

To manage winter illness symptoms at home:

Rest—Drink plenty of fluids—Have at least one hot meal a day to keep your energy levels up—Use over-the-counter medications to help give relief.

For more information and advice visit: www.nhs.uk/staywell

Taking ANTIBIOTICS when you don't need them puts you and your family at risk

Keep Antibiotics Working





Come and Join Our Patients' Group

Lynnton 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.

If you are not in a position to join the group, but would like your comments heard, don't forget we do have a comments book in the surgery for feedback regarding any of our services. Alternatively you can comment via our website.

Travel Vaccinations

A message from the nursing team



Since Dawn's retirement, you may be aware that the nursing team have taken on some of her role to support the GPs in providing services. This includes the 3 travel vaccinations that are given under the NHS contract: Hepatitis A, Tetanus/Diphtheria/Polio combined and Typhoid. **We are unable to administer any other travel vaccinations, and do not give travel advice** – this is available on the

travel health website (details below) or from the travel clinic in Exeter.

In order to be fully protected, it is important that your appointment for vaccinations takes place **at least 8 weeks before you travel**: as only one of our nurses has the specialist training to give these vaccines, there may be a delay in obtaining an appointment; therefore it is important that you contact us to make an appointment in plenty of time. Unfortunately if we are unable to fit you in for an appointment before the 8 week period, we will **not be able to give the vaccines** and you will need to attend elsewhere. This is because as nurses we have to work to our policies and protocols in order to maintain our registration and keep patients safe.

The advice from the nursing team to ensure you have a safe and happy holiday abroad is this:

- Book your holiday in plenty of time, and when you have booked it, collect one of our travel advice leaflets from the health centre.
- Follow the advice in the leaflet to inform you of what advice and treatment you need. www.fitfortravel.nhs.uk, Exeter Travel Clinic, 01392 430590.
- Book your appointment well in advance of the 8 week period for the 3 vaccines above.
- Complete the form in the leaflet and hand into reception when you book your appointment

Thank you for your understanding and co-operation!

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.

Additional GP appointments are now available in your area during the evenings and at the weekends
Speak to the practice to find out more

Your NHS, here for you

NHS



Calling for 'Same Day' Appointments

Lines open at 8am each morning for same day appointment requests. Therefore, if you are wanting to make an appointment to see the doctor that day please **call as early as possible**.

If your own doctor is unavailable or you are requesting an afternoon appointment, the Patient Service Advisor will pass the reason for your request to be seen that day to the duty doctor. They will then advise if they will be able to see you that day or if you are best waiting to see your own doctor. The Patient Services team will call you back with the outcome.

We do not operate a "Drop-In" service here so do not expect to come into the surgery and wait to be seen. You will still be offered the nearest available appointment. If it is an urgent matter our Patient Services Team will pass your request onto the doctor and will then contact you with the doctors response.

YOUR CONTACT DETAILS

We REALLY NEED your Mobile Number and Email Address!

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

Also let us know if you change your name (documents in support required), address, email or telephone number (including mobile

What does MIU Cover?

We are fortunate to have the facility here for Minor Injuries. The nursing team are available 7 days a week, **8am to 6pm Monday to Friday and 11am to 4pm Saturdays, Sundays and Bank Holidays** (please note; there is no access to a Doctor over the weekend or Bank Holidays).

They are able to see, treat and discharge the following conditions in patients **over the age of 2**. They aim to see and treat within 4 hours.

- Sprains and strains to foot, ankle, wrist, knee, mild neck/shoulder pain.
- Ticks.
- Bites and stings.
- Minor allergic reactions.
- Minor head injuries.
- Minor thermal burns.
- Simple cuts, grazes or splinters.
- Foreign bodies in eye, ear or nose.
- Boils, carbuncles and skin infections.
- Female Bladder infection.



They **will not** be able to treat or deal with:

- Dental problems, dental pain or infection.
- Holidaymakers requiring ear syringing or who have forgotten medication.
- Chronic problems such as back or joint pain that has existed for longer than a few days and not associated with recent injury.

Serious problems such as severe asthma, chest pain, fractures, road traffic incidents, serious traumatic wounds or multiple injuries should be seen in A&E or dial 999.

The nearest A&E department to us here at Lyn Health is at North Devon District Hospital, Barnstaple.