

The Gainsborough Practice

Spring Newsletter 2019



Welcome to our spring newsletter for patients of The Gainsborough Practice.

This newsletter can also be viewed on our practice website at www.gainsborough-practice.co.uk. The newsletter gives references to where there is additional information for patients. Mostly these references are to online material, and patients can read that material by viewing the online version of the newsletter on our practice website, and following the links. You can also use our website for online services including repeat prescription requests, appointment booking and to view your summary medical record and test results.

Practice News

We are delighted to be welcoming Zain Sheikh to the practice. Zain is a pharmacist who will be working with us on Tuesdays and Wednesdays. You may be invited for a review with Zain if you are asthmatic or have high blood pressure. Zain will also be supporting the practice with medication management.

This new service for our patients is in addition to those from Briony, our First Contact Practitioner. Briony is a physiotherapist by background and is available on Tuesday mornings to assess and diagnose patients with muscle/joint pain or injury. Yasmin Qaisar has also joined us as a receptionist. Yasmin has previously been working in another local GP surgery and will mostly be working in the afternoons.

Good News from Our Patient Survey

The results of this year's patient survey are very good - showing increases since our survey last year in overall patient satisfaction and in improvement in the services for patients.

The percentage of patients who rate the services they receive from The Gainsborough Practice as excellent has increased to 31%, and as good to 49%.

Thanks to 619 patients who completed the survey (343 online and 276 on paper) - and for the high ratings and feedback you gave the practice.

The survey results were discussed with our patient group on Tuesday 19th March, and the report and follow up actions were agreed.

You can see the full survey report, the survey form, and the detailed survey results on the practice website - in the Patient Group section on the website at <https://www.gainsborough-practice.co.uk/about-us/patient-group/annual-patient-survey/>

Practice Training Dates

The Gainsborough Practice will be closed from 12.30pm on 11th April, 8th May and 27th June. If urgent help is required during this time please call the Out Of Hours service on 03000240005 or 111 if it's after 6.30pm

Did you know over the counter medications are no longer available on prescription?

Guidance produced by NHS England recommends that items that can be bought without a prescription for short-term conditions should no longer be prescribed across England. The NHS in East Berkshire spent over **£3.7million** last year on products that can be bought without a prescription. Your GP, nurse or pharmacist will generally not give you a prescription for over-the-counter (OTC) medicines for a range of minor health conditions. Instead, OTC medicines are available to buy in a pharmacy or supermarket. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns. If your symptoms suggest it's more serious, they'll ensure you get the care you need. You can buy OTC medicines for any of these conditions:

- acute sore throat
- minor burns and scalds
- conjunctivitis
- mild cystitis
- coughs, colds and nasal congestion
- mild dry skin
- cradle cap
- mild irritant dermatitis
- dandruff
- mild to moderate hay fever
- diarrhoea (adults)
- dry eyes and sore tired eyes
- mouth ulcers
- earwax
- nappy rash
- excessive sweating
- infant colic
- sunburn
- sun protection
- teething or mild toothache
- infrequent migraine
- threadworms
- insect bites and stings
- travel sickness
- mild acne
- warts and verrucae
- hemorrhoids (piles)
- oral thrush
- head lice
- prevention of tooth decay
- indigestion and heartburn
- ringworm or athlete's foot
- minor pain, discomfort and fever (such as aches and sprains, headache, period pain, and back pain)
- infrequent constipation

If any patient feels they are unable to purchase these products please feel free to discuss this with your doctor or nurse as there are exceptions where medicines can still be prescribed.

With this in mind we would like to signpost you to our website or NHS choices for helpful advice on treating minor illness. NHS choices have helpful hints on managing illness as well as the medication you could try for example did you know you can reduce **hay fever** symptoms by;

- putting Vaseline around your nostrils to trap pollen
- wearing wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you've been outside to wash pollen off
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter.