

GREYSTOKE GAZETTE

ISSUE 71

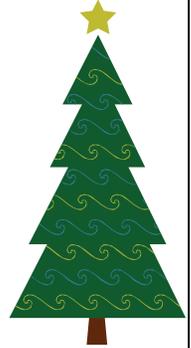
DECEMBER 2016



We would like to wish all our Patients at Greystoke a Happy Christmas and Healthy New Year

To prevent a last minute panic please ensure you have requested enough medication to cover the Christmas and New Year period. You are welcome to order your repeat prescriptions early.

We will be closed on the Bank Holiday days only, which are Monday the 26th and Tuesday 27th of December and Monday 2nd January.



New Appointment System

From the 3rd January 2017 we will be introducing a new 'Same Day Access' appointment system. Our aim is to create a more efficient appointment system with same day access to a GP, thereby ensuring that you receive the most appropriate care straight away.

Why are we changing our appointment system?

You have told us, through feedback with our staff, national surveys and patient questionnaires that sometimes you find it frustrating and difficult to get the appointment you need, when you need it. By offering telephone appointments in the first instance and giving advice this way, we can make sure that everyone is able to speak to, or see a Doctor on the day that they choose to call. Leaflets explaining the new system are available at reception and on the practice website.

NEW - Prescription Line

To help improve efficiency in our reception office, we have introduced a prescription telephone line whereby patients who require medications can leave a message for the items required.

Patients ring in as normal and then choose option 2. Please leave a message which includes: your name, date of birth, contact telephone number and items required and where you would like prescription collected. Please allow 2 full working days for this to be processed. Could you please specify drug names e.g. 'Salbutamol' rather than 'blue inhaler'. This is to ensure safe and efficient prescribing and issuing of medication.

We are in the process of increasing the number of telephone lines into the surgery to aid the rollout of our new Same Day Access Appointment system, with this, along with the new prescription line, patients should see an improvement in your calls being answered more quickly.



Homeopathic teething products

The Medical Healthcare Regulatory Agency have warned that parents of infants and young children should not use unlicensed homeopathic teething tablets or gels which are available to buy online due to the risk of side effects. This advice follows a US Food and Drug Administration investigation into homeopathic teething tablets and gels which could cause serious side effects such as seizures, difficulty breathing, lethargy, excessive sleepiness, muscle weakness, skin flushing, constipation, difficulty urinating, or agitation.



These particular products are made and supplied by manufacturers in the USA and are not licensed for use in the UK and are not known to be available in UK outlets. However the unlicensed products may be advertised on online shopping or pharmacy websites.

The National Institute for Clinical Excellence (NICE) has produced a summary of the available evidence and guidance on how to manage symptoms of teething which recommends that initial management should comprise self-care measures, such as gentle rubbing of the gum and allowing the child to bite on a clean and cool object. Paracetamol or ibuprofen suspension, used according to instructions, can be considered for infants 3 months of age or older.

Worried about your mental health or the mental health of someone you know?

Mental Health problems affect 1 in 4 of us in a year. The effect is as real as a broken arm, even though there isn't a plaster cast to see. If you are having problems your GP would be very happy to see you. There is also a lot of help available from other organisations and things you can do yourself. Below are some examples of these:

Steps to Aid Positive Mental Health

Exercise regularly – it uses up stress hormones and releases endorphins which are responsible for our feelings of pleasure.

Talk to someone you trust

Keep learning - learning new skills can give you a sense of achievement and improve your confidence.

Do something for others – helping others can make you feel better about yourself and help you connect with people

Celebrate victories – reward yourself when you accomplish something no matter how small

Be mindful – be more aware of the present moment, including your feelings and thoughts, your body and the world around you

Accept who you are – be kind to yourself and reduce negative thoughts.

Self help Guides

A range of 23 mental health self help guides are available at www.nhs.uk/pic/selfhelp. NHS choices also has good advice and self help videos.

Psychological Wellbeing Services

Adults can self refer to this service for counselling and psychotherapy if they are having difficulty coping, feeling low, anxious, stressed, worried or are not sleeping properly.

Call 0300 3030700

Recovery Colleges

Positive Pathways Northumberland is a Recovery College hub and has been established with the intention of providing a safe place where people can connect with like-minded people gain knowledge, and develop skills that support recovery. All courses are free and available to anyone who would find them helpful in their recovery from mental illness, substance misuse, trauma or distress. To find out more information about the courses or to book a place on a course telephone: (01670) 395760 or email: PPN@ntw.nhs.uk