



The Alresford Surgery

Station Road
ALRESFORD
Hampshire
SO24 9JL

Telephone: 01962 732345

Website: www.alresfordsurgery.co.uk

Newsletter – April 2018

Same Day Treatment

If you are acutely unwell and would like to access same-day treatment please telephone the surgery as soon as you can. The receptionist will take a few details from you in order to help the duty team to prioritise calls and provide the most appropriate care. You will be called back by one of our duty team who will talk to you about the symptoms you are experiencing and will then be able to offer advice on how best to care for yourself, provide a prescription or offer an appropriate appointment.

Our system is set up to handle these problems via the telephone in the first instance and allows us to treat many people quickly and appropriately. Unfortunately we are unable to deal effectively with patients who come in person to the surgery in the hope of seeing the duty doctor.

Looking after yourselves and your children

Sore throats. Did you know? Sore throats may last 7-8 days. Antibiotics are rarely needed.

- 90% are better within a week without an antibiotic. In fact, antibiotics only shorten symptoms (pain) by about half a day! Complications are rare. We would need to give antibiotics to 200 people with sore throat to prevent one ear infection, and to 4000 people to prevent one tonsil abscess (quinsy). In fact, people can develop quinsy even when they are taking antibiotics!

The most important self-care is to drink adequate fluids to prevent thirst, and to take medication for good pain relief. Your pharmacist can advise you on this.

If antibiotics are taken unnecessarily, it allows bacteria to build up resistance. This means, they're less likely to work in the future, when they might be essential. They can also cause side effects.

We know that, when faced with an unwell child, parents often find it difficult to be sure whether the child needs to see a doctor, or whether they can be managed with sensible self-care at home. It can also be hard to judge how urgently a child might need to be seen. Should the child wait for an appointment? Should the child go to A and E?

Parents who are concerned about their children with sore throats can get excellent advice on the **Healthier Together** website <http://www.what0-18.nhs.uk> , including a clear section which explains when their child should see a doctor.

Good Friday & Easter Monday closure

Please make sure you have sufficient supplies of your usual medications to last over the bank holiday period which you can order in a number of ways:

- In person at the surgery
- By post
- By fax (01962 736034)
- Via Patient Access (www.patient.co.uk/access)

The surgery will be closed on Friday 30 March and Monday 2 April. If you need urgent medical care you can access the Out of Hours service for advice, a face to face appointment or, if it is necessary, a home visit.

The number to call is **111**.



The NHS
non-emergency
number

111 is the NHS non-emergency number. It's fast, easy and free. Call **111** and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS **111** is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Dispensary prescribing now requires 3 working days

We have been looking at ways of improving our prescribing service. Please note, from 9th April 2018, all requests for medication will take 3 working days (excluding weekends and bank holidays).

This is to enable your usual Doctor to review your medication and process your request and to organise a medication review when it is appropriate.



Diabetes Prevention Week April 16-22

Could you get Diabetes?

Last year 30 people in Alresford developed diabetes for the first time. Type 2 Diabetes mostly affects older people, comes on gradually and is treated initially with tablets. Unfortunately in the long term it is responsible for heart attacks, blindness, kidney failure and amputations so it is not a trivial problem. Fortunately it can be prevented.

If you have a close family member who has type 2 diabetes you may be at increased risk. Similarly if you are overweight, particularly if it is around your middle, your risk is increased. Diabetes UK has a risk calculator (<https://riskscore.diabetes.org.uk>) which will work all this out for you. If you think you might be at increased risk a simple blood test can be done. Please ask for this at reception or book a full NHS Health Check. If

this is raised then you fall into a higher risk group and you could attend the Healthier You Program.

The Healthier You Program is the national diabetes prevention program. It is aimed at people at high risk of developing diabetes (as indicated by the blood test). Consisting of a series of short group education sessions it will help you understand the causes of diabetes and what you can do to change things. The main focus is on healthy eating and exercise, and of course this will also reduce your risk of heart disease, stroke and cancer.

Even if your blood test is normal you will reduce your future risk of diabetes by aiming for a normal weight and waist size (Men less than 90cm women less than 80cm)

GP Access Hubs

Mid-Hampshire Healthcare, a GP Federation delivering multiple clinical services across the mid-Hampshire location covering 18 GP Practices and 213 000 patients now operate 2 x GP Access hubs to give patients additional access to Primary Care Services specialist on evenings and weekends. This service was commissioned by West Hampshire CCG.

The GP Access Hubs are located in Andover and Winchester and provide Pre-Bookable and Same Day appointments:

Opening hours

- 5pm to 8pm Monday to Friday
- 8am to 4pm Saturday (to 12pm Andover)
- 8am to 12pm Sunday

Locations

- Andover War Memorial Hospital, Andover, SP10 3LB (next door to MIU)
- Badger Farm Surgery, Winchester, SO22 4QB (next door to Sainsbury's)

Services offered

- GP appointments
- Heart Failure reviews
- Rheumatoid Arthritis reviews
- Epilepsy reviews
- Diabetes reviews
- CHD reviews
- CKD reviews
- Stroke/ TIA reviews
- COPD reviews
- Asthma reviews
- PAD reviews
- Doppler
- ECG
- Dressings
- Contraception advice
- Physiotherapy

You can book into one of the appointments via your GP practice, 111 or Out Of Hours. The service is GP led and supported by Nurse Practitioners, and Healthcare Assistants. Routine appointments can be booked 2 weeks in advance. You can only be seen in a hub appointment if you agree to share your full electronic medical record with our clinician.