

Arrival Practice Newsletter

Spring 2019



Fund Raising Spring Raffle

A giant basket and lots of lovely prizes for children to be won!

Tickets 20p each

Prize draw Thursday 18th April



Raffle tickets will be available to buy from reception

All proceeds to Arrival Practice PPG



Practice Opening Times:

Monday 08.00-18.00

Tuesday 08.00-18.00

Wednesday 08.00-18.00

Thursday 08.00-18.00

Friday 08.00-18.00

Telephone lines open at 08.30

Saturday & Sunday Closed

POLITE REMINDER

The practice reception desk is closed every Tuesday from 12.30pm until 2pm. This is for essential staff training. The phone lines will still be open for emergency contact.

Letter/forms for non-NHS work

Q: Why is a fee charged for preparing my letter? A: The government's contract with GPs covers **medical** services to patients. However, in recent years, more and more organisations have been involving doctors in a wide range of non NHS work. This work is not funded by the government, so GPs have to charge a fee to cover their time and expenses.

Q: Isn't the doctor being paid anyway? A: It is important to understand that many GPs are not employed by the NHS. They are self-employed and have to cover costs of everything from the limited NHS funds provided e.g. staff wages, buildings, heating, lighting etc, in the same way as any small business. The NHS covers costs for NHS work but not for non-NHS work. The fees charged for this contribute to the running of the surgery.

Q: Do GPs have to do non-NHS work for their patients? A: With certain limited exceptions, GPs do not have to carry out non-NHS work.

Q: Why does it sometimes take a long time for the GP to complete my form/letter? A: Time spent completing forms and preparing letters takes the GP away from the medical/clinical care of patients, which will always take top priority.

Q: I only need the GPs signature - what's the problem? A: When a GP signs a certificate, completes a report or writes a letter, it is a condition of remaining on the medical register (which allows them to practice as a doctor) that they only sign what they know to be true. In order to complete even the simplest form, the doctor may have to check the entire patient record.



Online access and E-consult

Did you know that we offer an online e-consult service where you can get help and advice without seeing the nurse or GP?

E-consult provides online triage and self-help that allows patients to self-check their symptoms and receive on the spot medical advice 24/7. It helps to relieve the pressure on GPs by giving patients access to round-the-clock support and signposting to alternative treatment providers.

Using the self-help advice option, patients can find the answers they need and may be able to avoid a GP appointment altogether, thanks to reliable, trustworthy information sourced from NHS choices.

E-consult also helps to determine if patients can receive the medical attention they need elsewhere e.g. from a pharmacist, signposting them to NHS 111 or putting them in touch with other primary care providers such as physiotherapists or alternative therapists.

NEWS FLASH!

It's official. He's retiring!



We know that everyone would like to join us in wishing **Bill Williams** congratulations and best wishes for his retirement from Arrival Practice.

Your presence will be greatly missed and we all want to thank you for being such a tireless professional, a great example of true dedication and a good friend to us all.

The fantastic ideas, achievements and contributions you have made to the Practice will ensure that you will not be forgotten anytime soon.

HAPPY RETIREMENT!



Hay Fever

Hay fever is an allergic reaction to pollen, typically when it comes into contact with your mouth, nose, eyes and throat. Hay fever is usually worse between March and September, especially when it's warm, humid and windy. **Speak to your pharmacist** - they can give you advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays.

You can buy over the counter medications such as **Cetirizine** in **Home Bargains** and **B & M** stores.

Symptoms of hay fever include:

- sneezing & coughing
- runny or blocked nose
- itchy, red & watery eyes
- itchy throat
- headache
- feeling tired

If you have asthma you might also:

- have a tight feeling in your chest
- be short of breath
- wheeze & cough



Hay fever can last for weeks or months, unlike a cold which usually goes away after 1-2 weeks.

You can treat hay fever yourself

There is no cure and you can't prevent hay fever, but you can relieve the symptoms.

DO put vaseline around nostrils to trap pollen

DO wear wraparound sunglasses to protect your eyes

DO shower, wash hair, change clothes after being outside

DO keep windows & doors shut as much as possible

DO dust often with a damp cloth

DON'T cut grass or walk on grass

DON'T spend too much time outdoors

DON'T keep fresh flowers in the house

DON'T smoke - it makes symptoms worse

DON'T dry clothes outside - they will catch pollen

YOU ONLY NEED TO SEE A GP if your symptoms are getting worse or don't improve after taking over the counter medications.

CLOSING DATES DURING EASTER

The practice will be closed on **Friday 19th April** and **Monday 22nd April** 2019

Please remember to order prescriptions in advance!

If you require urgent medical care when the practice is closed, please ring 111.

The NHS 111 service is free from both landlines and mobile



We will be holding a **Spring Giveaway** on **Saturday 6th April** 10am to 11.30am

Do come along for items of clothing, kitchen items, household goods, toys, games and much more...