

ST MARTINS GATE SURGERY

Issue 19

June 2016

IMPORTANT NOTICE - ST MARTIN'S GATE WILL BE TAKING PART IN THE NEWLY LAUNCHED SOUTH WORCESTERSHIRE GP SERVICES TELEPHONE CONSULTATION SERVICE.

AS FROM JUNE 3RD...

OPEN LONGER FOR TELEPHONE CONSULTATIONS

On the same telephone number 01905 363351

Monday to Friday 8am to 8pm.

Saturday & Sunday 8am to 12 noon.



If you would like **same day help and advice**, phone the surgery on **01905 363351** and **press 1**, your call will be diverted to this new service.

If you need to speak to the **surgery** - **press 2** where you will find further options:

Our surgery options as before are:

Appointments (open 8am-5:30pm) - **Press 1**

Urgent / Home Visit (we ask that requests for home visits are made before 10:30am) - **Press 2**

Prescription Enquiries (open 11am-2pm) - **Press 3**

Test Results (open 11am-4pm) - **Press 4**

Enquiries (open 8am-5:30pm) - **Press 5**



☺☺☺ Sunshine, my only sunshine. You make me happy when skies are grey... ☺☺☺

As we approach the Summer months, it is very important to remember to stay safe whilst out enjoying the sunshine. You must remember to use a sunscreen of at least SPF 15, try to use a sunscreen that protects you against harmful UVA and UVB rays. The higher the SPF sunscreen the better. You should not stay out in the sunshine any longer than you would without sunscreen. Sunscreen should not be used as an excuse to stay out in the sun any longer, it only offers protection where exposure to the sun is unavoidable. The summer sun is more damaging to your skin in the middle of the day. Try to spend time in the shade between 11am and 3pm under umbrellas, trees, canopies or indoors. Even in the sunscreen says 'waterproof', it is always best to reapply sunscreen after swimming. If you do happen to get sunburnt, painkillers such as paracetamol or ibuprofen will ease the pain by helping to reduce inflammation. Sponge sore skin with cool water, then apply soothing after sun or calamine lotion. If you feel unwell or the skin starts to blister or swell badly, seek medical advice. Remember to stay out of the sun until all signs of redness has gone. Heat exhaustion occurs when the body cannot lose heat fast enough. If it is not treated quickly, it can lead to heat stroke, which is a much more dangerous condition. Signs of heat stroke include, faintness, dizziness, palpitations, nausea, headaches, tiredness etc. If someone has these signs, get them to rest in a cool place and give them plenty of water. Avoid alcohol or caffeine as this can increase levels of dehydration.

Please keep in mind other options when ringing for appointments. There are many illnesses and ailments that antibiotics or other medicines will not help or cure. Please see the table below for ways in which you can receive help and advice you

South Worcestershire
GP Services
Improving access to General Practice



What's best for you?

What are your symptoms? Use this guide to decide how best to manage them.

 <p>Minor cuts & bruises, sore throat, coughs, colds, headaches and hangovers: Manage from home ></p>	 <p>Diarrhoea, mouth ulcers, thrush, teething, head lice, hay fever, conjunctivitis, haemorrhoids, cystitis, constipation, athlete's foot, skin conditions, emergency contraception: Go to your local pharmacy ></p>
 <p>For illnesses and injuries that won't go away and for long-term condition management: Speak to your GP ></p>	 <p>Cuts, sprains, wounds, minor fractures and head injuries: NHS Minor Injury Units ></p>
 <p>Choking, chest pains, blacking out, blood loss, suspected stroke: Call 999 or go to A&E now ></p>	 <p>Unwell? Unsure? Confused? If you don't know who to call or what you might be able to do to help yourself: Call NHS 111 ></p>

Patient Participation Group

Patient Participation Group Awareness Week

6th-11th June

The Patient Participation Group Awareness Week is organised by National Association for Patient Participation (N.A.P.P) which is a national charity formed on 1978. The theme for this year's awareness week is "Transforming Services Together", which aims to promote widely the value of 'good' Patient Participation Groups, where informed and involved patients work together with their Practice to improve the quality of care and outcomes for patients.



The awareness week also aims to promote the role and benefits of Patient Participation Groups to patients, the public and health professionals to create the understanding of the value of true Patient Participation and to promote support available from N.A.P.P.

Dr Phil Hammond, GP turned hospital doctor, journalist and broadcaster supporting Patient Participation Awareness Week has this to say....

"Patients and carers are the smoke alarms for the frontline of the NHS. They are often first to spot poor care and also have great ideas about how to make care better. They need to be involved in decisions not just about their care but in designing better care for others. Patient Participation Groups are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in driving up quality."

During the week of the Patient Participation Awareness, you will see some of our regular members around the Reception waiting area. They will be happy to help you with any questions you may have.

The Patient Participation Group Awareness coincides with Carers Week and Men's Health Week. Read below to find out a little but more on each of these campaigns.

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CARERS WEEK, 6TH-11TH JUNE

Carers week is an annual campaign to raise awareness of caring, highlight the challenges that carers face and recognise the contribution they make to families and communities throughout the UK.

The campaign is brought to life by the individuals and organisations who come together to organise activities and events throughout the UK, drawing attention to just how important caring is.

To find out more information, please visit the carers week website: www.carersweek.org

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MEN'S HEALTH WEEK, 13TH-19TH JUNE

We all get stressed. The question is: what do you do about it?

This is the theme of Men's Health Week 2016. It matters because if do not release stress, it can turn into something more serious. There are many things we can do to beat stress: exercise, sing, dance, laugh, play or listen to music, paint, write, volunteer, learn something new and lots more.

The message they want to send out to men is; let's talk about how you beat stress, talk about what causes it. Talk to your friends, talk to your family or if you want to talk to a professional, try the Men's Health Forums new Beat Stress service—free text chat with experts trained in beating stress, no names, no hassle.

For more information on the Men's Health Awareness Week, please visit the Men's Health Forum website: www.menshealthforum.org.uk