

# ST MARTINS GATE SURGERY

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**NHS**  
**The New Way To Be Seen**  
You may notice a change when you next book a GP appointment

**How can I help you?**

- Practice / Specialist Nurse Appointment
- Referral to clinical triage
- Practice Pharmacist Appointment
- Community Pharmacist (Chemist)
- GP Appointment
- NHS 111
- Local Community Group / Service
- Accident and Emergency

'Healthcare Navigators' will not make any clinical assessments.

Produced on behalf of:  
NHS Redditch and Bromsgrove, NHS South Worcestershire & NHS Worcester Clinics Commissioning Groups

## HEALTHCARE NAVIGATORS

Healthcare navigation is a tried and tested model of care currently working well in Redditch & Bromsgrove, that improves access to primary care services for patients and reduces GP pressures all in one. **St Martin's Gate Surgery will be looking at and considering introducing this new way of working in the near future.** Healthcare navigation offers patients choice on how to access the most appropriate service first, which is not always the GP. It means that patients will find it easier to get a GP appointment when they need one. When a patient contacts that practice, the healthcare navigator will ask for a brief outline of the problem so they can identify the patient's need. This will allow the healthcare navigator to refer to information about services in the practice, other NHS providers and the wider care and support sector. Their goal is to ensure that patients get the right care at the right time in the right place and with the right

outcome. For example, when a patient presents with symptoms that would be better dealt with by another service such as a pharmacist or nurse, patients can be confidently offered these choices, allowing them to have their health and wellbeing needs met.

### Frequently Asked Questions:

**Why does the healthcare navigator ask me what's wrong?** - It is not a case of the Health Care Navigators being nosy! They are members of the practice team and it has been asked and agreed by the doctors at the practice to ask certain questions and collect brief information from patients to ensure that patients receive the appropriate level of care and to direct patients to see the most appropriate person to meet their needs.

**Why does the Healthcare Navigator need to know why I want an appointment?** - This is because they have a number of alternative types of appointments available to them, and they need to offer you the most helpful appointment to deal with your problem. The best suited appointment may not always be with a GP, it may be appropriate to see another member of the practice team such as *Advanced Nurse Practitioner; Clinical Pharmacist; Practice Nurse or HCA*.



Please do not leave your pets in your car when you visit the surgery. Even if it doesn't feel that warm outside, a car can become as hot as an oven very quickly. When it's 22 degrees outside, in a car it can reach an unbearable 47 degrees within the hour. Many people still believe that it's ok to leave a dog in the car on a warm day if the windows are left open or they're parked in the shade but the truth is, it is still very dangerous for the dog.

If this is an avoidable situation, please ensure that you provide good ventilation and water.



### Going on holiday?

If you need medication for a long-term health condition, such as high blood pressure or diabetes, you may be able to get an extra supply of medication to cover your time away. Your GP will consider the type of medication you are taking and restrictions of specific medication in the country your visiting. Please arrange to see your GP several weeks before you go away on holiday to discuss this.

For more information, please visit [www.nhs.uk](http://www.nhs.uk) and search for "medication on holiday".





**Hay fever** - Hay fever is a common condition that affects up to 1 in 5 people at some point in their life. Symptoms include sneezing; runny nose; itchy eyes. These happen when a person has an allergic reaction to pollen. People can be allergic to tree pollen (released during the Spring); grass pollen (released during the end of Spring and Summer) and weed pollen (released anytime from early Spring to late Autumn). There is currently no sure cure for hayfever but most people are able to relieve symptoms with treatment, at least to a certain extent. Treatment options for hay fever include antihistamines, which can help to prevent allergic reaction from happening and cortico-steroids, which help to reduce levels of inflammation and swelling. Many cases of hay fever can be controlled using over-the-counter medication available from your Pharmacist. However, if your symptoms are more troublesome it's worth speaking to your GP as you may require prescription medication.

**Self-help Tips** - It is sometimes possible to prevent the symptoms of hay fever by taking some basic precautions such as wearing wrap-around sunglasses to stop pollen entering your eyes; changing your clothes and taking a shower after being outdoors to remove pollen on your body; try to stay indoors when the pollen count is high (over 50).

### A Pharmacist can help with hay fever

As hay fever season is here, a gentle reminder that medications that can be purchased over the counter can no longer be prescribed. This includes antihistamines and nasal sprays. Speak to your local pharmacy if you have hayfever as they can give you advice and suggest the best treatments. Below is a list of products that are available to buy:

|                         |                               |
|-------------------------|-------------------------------|
| Cetirizine 10mg tablets | Loratadine 10mg tablets       |
| Acrivastine capsules    | Beclometasone nasal spray     |
| Fluticasone nasal spray | Sodium Cromoglicate eye drops |

♪ ♪ ♪ 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, 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 the time in the shade between 11am and 3pm under umbrellas, trees, canopies to indoors. Even if they sunscreen says 'waterproof', it is always best to reapply sunscreen after swimming. If you do happen to get sunburns, 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 have 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.

*Most importantly; remember to stay hydrated this summer by drinking plenty of water and keeping cool!*

### **Tips to keep your child safe in the sun:**

Encourage your child to play in the shade, especially between 11am and 3pm when the sun is at its strongest; keep babies under age of 6 months out of direct sunlight; cover exposed parts of your child's skin with sunscreen even on cloudy or overcast days. Don't forget to apply to shoulders, nose, ears, cheeks and tops of their feet; remember to reapply sunscreen throughout the day; when swimming use a waterproof sunblock of SPF 15 or above and reapply after towelling. Ensure your child is wearing a floppy hat with a wide brim that shades their face and neck.