



# Cherrymead Chat



Winter 2018



## CONTENTS

Holiday Advice	P.1
Norovirus	P.2
Smoking Cessation Services	P.2
Improved Access	P.2
Health Checks for People with Serious Mental Illness	P.3
Practice News	P.3
Hypothermia	P.4

## Bank Holiday Closures

We'll be closed on December 25th and 26th and on January 1.

Please refer to the information on this page for advice on whom to call during this period.

## Repeat Prescriptions

Please re-order routine repeat medication by Wednesday 19 December. That will ensure that you have enough to last over the Christmas week. Also raise any routine medical issues you have before 1pm on Monday 24th December.

## Extended Hours Openings

Please contact our Reception if you wish to discuss an Extended Hours appointment over the holiday period.

## Health Advice During The Holiday Period

Call 999 if a person is unconscious, has difficulty breathing, or a serious head injury.

Also Call 999, for any of the following:

- Heart attack, severe chest pain, stroke
- Obvious broken bones, deep cuts that won't stop bleeding
- Rash that doesn't disappear when pressed with glass
- Severe burns and scalds
- Fitting or concussion
- Severe allergic reactions with swollen face, tongue, and breathing difficulties
- Broken hip

### Children under 5:

Telephone your Health Visitor on 01494 426703 for advice about:

- Growth and development concerns
- Childhood conditions, allergies, infections
- Breast and bottle-feeding, weaning, or teething issues
- Postnatal depression, parent mental/physical health concerns
- Sleeping, eating, or tantrum behaviour issues

### Adults and Children over 2:

Visit the Minor Injuries Unit, Wycombe Hospital for:

Cuts, bruises, infected wounds, splinters, minor burns and scalds

Sprains, strains, injuries to back, shoulder or chest

Suspected broken limbs (not hips)

Foreign object in eye.

### Minor Issues

Visit your local Pharmacy first for:

- Aches and pains
- Coughs, colds, sore throats, flu
- Skin rashes, athlete's foot
- Thrush, cystitis
- Stomach upsets
- Hay fever
- Cold sores and mouth ulcers
- Morning after pill
- Stopping smoking
- Discomfort in eyes.

### Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call

# COMBAT norovirus

Norovirus can affect everyone. It can close hospital wards, care homes and schools. Help us protect our patients.

## IMPORTANT

→ Wash your hands with soap and water

→ Please do not visit if you have had diarrhoea or vomiting

Norovirus, the “Winter Vomiting Bug” can cause sudden diarrhoea and vomiting all year round. It is especially common in winter. You can catch it from the poo, vomit or breath of someone with the virus. It’s easy to spread, but will normally settle after 2 to 3 days.

### Try to manage it yourself at home.

Take plenty of fluids, such a soup or water, and eat plain food. Use paracetamol for pain. Handwashing is important to prevent the germs from spreading. Disinfect surfaces, flush toilets and keep them and the surrounds clean. Avoid sharing clothes and flannels. Wash any contaminated clothes and bedlinen. Avoid returning to school or work until 48 hours after the symptoms have stopped.

### Ring us or 111 for advice if :

1. it doesn't settle after 2 to 3 days,
2. the diarrhoea happens more than 6 times or vomiting 3 times in 24 hours
3. there is blood in the diarrhoea
4. you or your child are dizzy, drowsy, pale, have mottled skin or pass only small amounts of urine. These are all signs of dehydration
5. you have another condition such as diabetes or kidney disease which may become worse.

## SMOKING CESSATION SERVICES

We now only provide a Smoking Cessation Service for patients with conditions which may benefit from stopping smoking. These include asthma, chronic obstructive pulmonary disease, and heart disease. This follows a change in the way the contracts for the Services are placed.

Local NHS Services are still available, if you are otherwise well and want to increase your chance of successfully stopping smoking.

You can contact:

- a local community pharmacy providing the service or
- Live Well Stay Well Bucks Tel: 01628 857311  
<https://www.livewellstaywellbucks.co.uk/Service/29/stop-smoking>

## IMPROVED ACCESS

An 18 months pilot now offers appointments in the evenings and at weekends. They will be at local GP surgeries and Wycombe Hospital. The pilot is between Buckinghamshire CCG, its member practices and FedBucks, the Bucks GP provider group.

When you ring, we will assess your condition and appointment availability. Then we may offer you an appointment at another Surgery in the locality or at Wycombe Hospital.

We will ask you for permission for the person who sees you to access your medical record online to check your medical history and to make a record in your notes for future reference.

## Health Checks for People with Serious Mental Illnesses

This year we are offering Health Checks to our patients with serious mental illness. If you are in this group, we will invite you to have an appointment with your GP. This will be to discuss your illness, medication, lifestyle and wellbeing.

We will check your height, weight and blood pressure. We may suggest that you have a test to screen for coronary artery and vascular disease risk factors. This includes blood tests for cholesterol and diabetes. These are in addition to any medication monitoring tests you may need.

We are keen to ensure that women have cervical smear and mammogram tests. Men who want a PSA prostate cancer screening blood test may also have one. If you are due any vaccinations, we will inform you at the same time.

We know that serious mental illness can cause delays in having routine checks done. We hope that by actively inviting our patients for check-ups we will be able to prevent illness. The checks should also detect any existing physical conditions before they deteriorate.



## Practice News

We've had several staff changes since our last issue of Cherrymead Chat.

Pete Watt left for family reasons. Drs King and Fraser are managing the Practice. They are helped by our Assistant Practice Manager Maria Cullen and by our departmental managers Penny Stanmore, Jaine Stanton and Tracey Sandy. Congratulations to Jaine, who will take up the post of Practice Manager in the Spring.

Jenny Hurworth and Lynne Massingham

have retired from Reception after many years of service. Manuela Ferrari and Jacqui Young have both left for posts nearer to their homes. Amina Ali has left to train as a Healthcare Assistant. Lynne and Manuela still help us when we're short staffed. Linda Newell, Tania Kayani Pammi Sidhu and Caitlin Dean joined the Reception team this autumn.

We also welcomed Abi King as a Practice Nurse and Geoff Toon as our Information and IT Quality Manager.



# HYPO-what?

**Hypothermia:** The condition of having an abnormally low body temperature, typically one that is dangerously low.

**The signs and symptoms of hypothermia include:**

- |                            |                                    |
|----------------------------|------------------------------------|
| Shivering                  | Drowsiness or very low energy      |
| Slurred speech or mumbling | Loss of consciousness              |
| Slow, shallow breathing    | Bright red, cold skin (in infants) |
| Weak pulse                 | Clumsiness or lack of coordination |
| Confusion or memory loss   |                                    |

4

## TIPS FOR STAYING WARM

1

### HOT WATER BOTTLE

Boil water and pour it into a bpa-free water bottle. Keep the warm bottle by the feet.

2

### SHOWER AND LAYERS

Take a warm shower and bundle up immediately after.

3

### WINDOW BLOCKADE

Line the windows with clothing, such as scarves or even towels.

4

### BLANKETS EVERYWHERE

Keep blankets scattered throughout the house.



For more information on how you can get involved with the Patient Reference Group come and meet us at one of our regular Meet The PRG sessions or email us : [prgcherrymeade@gmail.com](mailto:prgcherrymeade@gmail.com)