

# Danestone Matters



## Summer 2020



Working together, caring for your health

**Danestone Medical Practice**

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Covid 19 has been an unprecedented time in the surgery. In a matter of a week or two in March, we saw a total redesign of the practice, which normally would have taken months in the planning. Some of these changes are outlined here:

The first of these is that our surgery entrance door is locked – this controls who comes into the building, and so reduces the risk of transmission of the coronavirus to patients and staff. All people coming to the door are asked screening questions, and time in the building is limited to as short a time as possible. The waiting room is closed. Rooms are thoroughly cleaned between each patient, including all equipment. All prescriptions are sent directly to the pharmacies and other paperwork emailed where possible to reduce footfall in reception. Only one person is allowed in at a time, and for children, only one adult accompanies them. All our clinical team are now wearing scrubs and we wear PPE for every face to face contact with patients.

We consult with telephone and video appointments as much as possible, and this is proving popular and generally easy for most patients to use. Where someone needs urgent tests, or has a problem which clinically needs seen in person then an appointment time or a home visit will be arranged. We are keen that patients contact the practice if they have any concerns about their health. People with Covid19 symptoms can check the NHS Inform website, or phone 111 if unwell.

As the lockdown is lifted, we will adapt our design and appointments as we can. Be reassured that the safety of all patients and staff is the main priority just now. Thank you to all those who have offered support and encouragement in many different forms over the last few months – the whole team at Danestone has very much appreciated it!

There will be lots of us who are having difficulties with housing, employment, money, or the wellbeing of our loved ones and you can contact the **Grampian Coronavirus Assistance Hub** on **0808 1963384** for a range of support. This service is available Mon to Fri 8am – 6pm and Sat to Sun 10am – 2pm. [www.gcah.org.uk/](http://www.gcah.org.uk/)

**Grampian Psychological Resilience Hub** was set up to respond to the Covid-19 Pandemic. It is led by Senior Psychologists and staffed by a range of professionals. You can self refer – you don't need your GP to refer you: [www.covid19.nhsgrampian.org/for-the-public/mental-health-support/what-is-the-grampian-psychological-response-hub/](http://www.covid19.nhsgrampian.org/for-the-public/mental-health-support/what-is-the-grampian-psychological-response-hub/)

Guidance on requesting a **Covid-19 test** can be found on the **NHS Inform** website.

[www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-testing](http://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-testing)

We kindly ask when patients are attending the practice that they please wear a mask. We can supply one at the door if they don't have one, but hopefully now more people will be sourcing their own - Thank you for your continued help.



## DANESTONE TOP TIPS FOR A HEALTHY SUMMER

**Sun care** - protect your skin and eyes. No matter what colour your skin, it's vital that you protect yourself in the sun. Wear sunscreen - re-apply every two hours (more often if you go swimming, or sweat a lot). Sunglasses help protect your eyes and eyelids.

**Sleep Well** - Resist the urge to stay up later during long summer days. Instead maintain good sleep habits by keeping the same bedtime and wake-up times and don't drink alcohol within 3 hours of bedtime. It's also a good idea to avoid naps during the day unless you take them every day at the same time, for the same amount of time.

**Healthy eating** – Take advantage of the lovely fruit and salads available in Summer to overhaul your eating habits. Cut down on fatty/ sugary foods and make sure you are eating your 5-a-day fruit and veg! Don't forget to keep your fluids up – plenty of water. Watch your alcohol intake as it is easy to overdo it in the good weather!

**Exercise** - Pick one outdoor activity – eg going on a hike, taking a nature walk, playing games such as tag with your kids or cycling. Remember gardening counts as exercise too! To improve stress levels, plant a small garden, cultivate a flower box, or plant up a few pots and enjoy the colourful results.

**AND IT'S ALSO HAY FEVER SEASON!** Several different types of hay fever remedy are available over the counter, e.g. tablets, eye drops and nasal sprays. Your local pharmacist can give lots of useful advice about dealing with hay fever. You can also **check the pollen forecast** - online or on the TV weather report. **Vacuum and damp dust** to help remove all stray pollen from your house. **Keep windows and doors closed** to stop the pollen from getting in in the first place.

**Insect bites and stings** - Most bites and stings are treated by washing the affected area with soap and water and placing a flannel or cloth soaked in cold water over the area to reduce swelling.

Try not to scratch the affected area to avoid infection and if you are in pain or the area is swollen, take painkillers, such as paracetamol or ibuprofen. There is usually no need to see a doctor unless you have a lot of swelling and blistering, or if there is pus, which indicates an infection. Call an ambulance (999) if you experience any of these symptoms following a bite or sting:

- wheezing or difficulty breathing
- nausea, vomiting or diarrhoea
- a fast heart rate, dizziness or feeling faint
- difficulty swallowing (dysphagia)
- confusion, anxiety or agitation

## During COVID-19 Lockdown

# When you are ill or injured KNOW WHO TO TURN TO...

Because of COVID -19 (coronavirus) getting help for a health concern is different. If you need help, remember your NHS is open and is there for you.

 NHS Inform	<ul style="list-style-type: none"><li>• Latest information and guidance about coronavirus.</li><li>• Advice about illnesses and conditions, including symptom checkers.</li><li>• Find local services and opening times.</li></ul> For further information visit <a href="http://www.nhsinform.scot">www.nhsinform.scot</a>
 PHARMACY	With social distancing measures in place: <ul style="list-style-type: none"><li>• Dispense your prescription.</li><li>• Help if you run out of your repeat prescription.</li><li>• Give advice about medicines, assess and provide treatment for a range of minor ailments on the NHS.</li><li>• Provide services including emergency hormonal contraception and treatment for mild UTI symptoms in women aged 16 – 64.</li></ul>
 GP	When you have an illness or injury that just won't go away, or you are worried about your health, call your GP Practice. Due to COVID, they don't want you to walk in, but will arrange the best way to understand what you need. Initial appointments are very likely to be a phone call or video call.
 MENTAL HEALTH	When you need help with your mental health visit <a href="http://www.Covid19.nhs.uk/https://covid19.nhs.uk/for-the-public/mental-health-support/">www.Covid19.nhs.uk/https://covid19.nhs.uk/for-the-public/mental-health-support/</a> You will find a range of online support and an online referral form to access professional support if required. You can also call the NHS24 Helpline on 111 or Breathing Space on 0800 83 85 87.
 DENTIST	Routine dental care is not available at this time. If you have an URGENT dental need, within normal working hours, you should still contact your dental practice, who will provide telephone assessment, advice, prescription (if necessary) and reassurance. If you are not registered with a dental practice, contact the Dental Information & Advice Line (DIAL) on 0345 45 65 990. Outside normal working hours, please contact NHS 24 on 111.
 OPTICIAN	For emergency eye care, (including sudden loss of vision, painful or red eyes or sudden flashes and floaters) please telephone your own Optometrist/Optician who will give you advice and if absolutely needed, arrange for you to be seen in an Emergency Eyecare Treatment Centre. Please note, all Optometry practices are currently closed but continue to monitor phone lines.
 SEXUAL HEALTH	Emergency contraception, abortion, urgent STI and HIV testing, treatment and care continues. No walk-in patients. Please call 0345 337 9900 for an appointment. Condoms are available by post please contact <a href="mailto:free.condoms@nhs.net">free.condoms@nhs.net</a>
 NHS 24	General information about coronavirus when you are well 0800 028 2816. Advice about coronavirus symptoms – NHS 24's 111 service has dedicated COVID-19 support. Other health concerns – consult GP during the day but when your GP and pharmacy are closed and you are too ill to wait call NHS 24 on 111.
 MINOR INJURIES	Cuts and minor burns, sprains and strains, suspected bones and fractures. Please visit one of the following minor injury units based at: Peterhead Community Hospital, Fraserburgh Hospital, Jubilee Hospital Huntly, Dr Gray's Hospital (A&E) Elgin, Aberdeen Royal Infirmary (A&E) or Royal Aberdeen Children's Hospital (A&E). <b>All services are open 24 hours.</b>
 EMERGENCY DEPARTMENT OR 999	The Emergency Department is for: <ul style="list-style-type: none"><li>• Severe injury.</li><li>• Breathing difficulties.</li><li>• Severe bleeding.</li><li>• Suspected heart attack or stroke.</li></ul>

If you're not sure where to go or who to see visit

[www.NHSinform.scot](http://www.NHSinform.scot)