



# COMBE COASTAL PRACTICE NEWS

Volume 4 Summer 2018

## *Our Vision*

*'To improve and develop all that you value in General Practice, whilst working in a larger business structure in order to operate more effectively in the new NHS.'*

**Don't forget our website — [www.combecoastalpractice.co.uk](http://www.combecoastalpractice.co.uk)**

Our website remains the hub for all patient information and latest news, you can access SystmOnline for repeat prescriptions and to book appointments, the website will tell you how to do this.

Visit the website today and bookmark us so that we're only a click away!

We also regularly post on our **Facebook** page check it for latest information about the practice

## **HERE COMES THE SUN (WE HOPE!) SUN SAFE ADVICE**

Whatever your age, the best way to enjoy the sun safely and protect your skin from sunburn is to use a combination of shade, clothing and sunscreen. Children and teenagers might need a reminder or a helping hand, but setting a good example yourself is a great way to help them learn and get into good habits.

When the sun is strong:

- **Spend time in the shade, especially** between 11am and 3pm in the UK
- **Cover up** with clothes, a hat and sunglasses.
- **Use a sunscreen** with a protection level of at least SPF15 and 4 stars, use it generously and reapply regularly
- Visit Cancer Research UK at [www.cruk.org](http://www.cruk.org) for more information



### **DID YOU KNOW?**

... that we can send text message reminders before an appointment—to all patients who have a mobile number listed on their record.

...that you can book appointments online 24/7—this service is available via our website round the clock at: [combecoastalpractice.co.uk](http://combecoastalpractice.co.uk)

...that you can check in via our touch screen in the main lobby in Ilfracombe before you reach reception, its saves having to queue!

... that we are open late usually on Monday and Tuesday evenings in Ilfracombe

Just ask our reception team for information on these services.

# WE WANT YOU

## Join up now & have your say



We would like to know how we can improve our service to you and we would welcome your thoughts about our surgery & staff.

To help us with this, we have a **Patient Participation Group** so that you can have your say, our members meet quarterly. We will ask members of this group some questions from time to time, such as what you think about our opening times or the quality of the care or service you receive. We will use various methods of contact (based on your preference) and will keep communication brief so it shouldn't take up too much of your time.

Have a look at the practices website to find out more: [www.combecoastalpractice.co.uk](http://www.combecoastalpractice.co.uk)

You can complete a sign up form online or ask for a leaflet at our reception desk - we look forward to meeting you at our next Patient Group Meeting in October 2018.

To make you aware our Patient Group is now part of the larger National Association for Patient Participation (NAPP) more information about NAPP can be found at [www.napp.org.uk](http://www.napp.org.uk)

**Contact the Patient Participation Group** - we're pleased to announce on behalf of the members that they now have their own designated email address for contact check out our website for the address and what the group can do for you.



## Thank You's and General Catch Up!

**Retirement**—Senior Health Care Assistant Iris Tizzard known to many of you as 'Tizzy' has made the decision to retire from the practice and spend time with her family, we wish her well for the future!

**Leavers**—Cheryl Dimelow and Linda Highton from our nursing team are leaving the practice good luck to both for the future!

**New Practice Nurses**—Georgina Bridges and Rachel Dixon have both joined the practice nursing team and look forward to working with our patients.

## HALF DAY SURGERY CLOSURE

**DATE FOR YOUR DIARY**—all GP surgeries in North Devon will be closed for GP training on **Wednesday 04 July 2018**. All of our surgeries will be closed from 12.30pm and will reopen on Thursday 05 July at 8.30am as normal. Calls to the surgery during this time are diverted to the **Out of Hours Service** which can be reached by dialling 111. In a medical emergency dial 999

## Asking the reason for your appointment

**This is to ensure that you get the best possible care**

We've been asked a number of times why our receptionist team are now asking all patients for a brief reason for booking an appointment when they call the surgery. To make patients aware this has been requested by the GPs within the practice, and is to ensure that, where possible, you are booked with the most appropriate clinician. In some cases, once a reason has been given, it may become apparent that another service is more appropriate, for instance, Minor Injuries Unit in case of an accident, or 999 in case of a suspected heart attack or stroke. In other cases, another practitioner may be needed, such as a physiotherapist, or the District Nursing Team.

By asking the reason our reception team can then advise accordingly or book you in more appropriately. This is to improve the quality of care that you receive.

We would like to reassure all our patients that our team adhere to a strict confidentiality policy and they will not pry or ask detailed questions on the telephone.

We respect your right to privacy and should you decline to give a reason we will still book an appointment for you, but please be aware that this may not always provide you with the most timely or appropriate care.

**Keep to the same doctor** we know that it can sometimes be difficult to get an appointment with a doctor, particularly if you have limited time yourself when you can visit the surgery. We would encourage patients to try and stick with their registered GP for any on-going problem, even if it may mean a short wait. By doing so you will maintain continuity, one of the guiding principles of practising medicine.

### **Try not to miss your appointment slot**

We offer text reminders for your appointment and will confirm your appointment time and date with you when you book. Despite this, we do still however have many patients who miss their slots. By doing so, such patients waste precious appointment time, and will deprive other needy patients from seeing the doctor. Please be considerate: if you cannot attend, do let us know as soon as you can so that we can offer your slot to another patient.

Ask us about SystemOnline the way to go online, book and cancel your appointments.



Don't let

# HAY FEVER

ruin your day

Get your hay fever medicines from your local pharmacy at low cost

You won't need a GP appointment or prescription - just talk to your community pharmacist



**Self care** is the best choice to treat common ailments and minor illnesses

**NHS**

If treatment is needed, a wide range of medications can be purchased from community pharmacies and supermarkets. These medications are usually cheaper than a prescription and you can get them without seeing your doctor.

<p><b>Hay fever</b></p>  <p>Antihistamine tablets and syrup; Steroid nasal sprays; Eye drops; Decongestants; Simple pain relief, e.g. paracetamol</p>	<p><b>Indigestion or heartburn</b></p>  <p>Antacid medicines and alginates reduce the symptoms of heartburn and relieve pain.</p>	<p><b>Pain</b></p>  <p>Simple pain relief, e.g. paracetamol and anti-inflammatory drugs, e.g. ibuprofen.</p>	<p><b>Coughs and colds</b></p>  <p>Simple pain relief, e.g. paracetamol or ibuprofen; Cough mixtures (may contain paracetamol); Cold remedies (may contain paracetamol); Decongestants.</p>	<p><b>Piles (Haemorrhoids) and constipation</b></p>  <p>Creams, ointments or suppositories can help soothe; Local anaesthetics may relieve pain, burning and itching; Laxatives can make it easier to go to the toilet and reduce straining.</p>
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Pharmacists are an expert source of advice and will use their professional judgement to decide with you what the best course of action is for your condition. Speak to a local pharmacist to get advice on the best treatment for your symptoms. Always read the patient information leaflet that is included with the medicine.

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

### Self-care

**Self-care** is the best choice to treat minor illnesses and injuries. Be prepared for most common ailments by keeping a well-stocked medicine cabinet at home.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest. This could include treatment for the following:

Minor aches and pains, Minor sprains, sports injuries, grazed knee and scars

Coughs, colds, blocked noses, fevers and sore throat

Hangover

Other self-care conditions and supplies include:

Athlete's foot

Constipation, diarrhoea and haemorrhoids (piles)

Hayfever and allergies

Head lice (wet combing is recommended)

Indigestion remedies (for occasional use)

Mild acne and eczema

Skin rashes

Travel medicines

**Speak to your local pharmacist to get advice on the best treatment for your symptoms. Go to:**  
<https://www.newdevonccg.nhs.uk/choose-the-right-nhs-service/pharmacy-101182>

**For more information**

The **HANDi Paediatric** app was originally developed by Taunton and Somerset NHS Foundation Trust. It's now available to download for free onto any **Apple or Android** smartphone or tablet. The app has been designed as a way to reduce the number of children and young people who visit A&E, but need no treatment.

It has been developed by paediatric consultants and will give you access to home care plans, as well as GP and hospital clinical guidelines, for the most common childhood health care concerns.

The conditions covered are:

- Diarrhoea and vomiting
- 'Chesty baby' illnesses, such as bronchiolitis, asthma and croup
- 'Chesty child' illnesses, such as wheezing and asthma
- High temperature
- Abdominal pain
- Common new-born baby problems



The app takes you through a series of questions about the symptoms your child is experiencing and then advises on the best course of action, whether that's to treat at home, to make a GP appointment, or to head to A&E. Of course, you should seek further help where necessary. This app is really about ensuring children are cared for in the most appropriate environment for their condition.



### **Dates for your diaries: SURGERY CLOSURE DATES 2018**

Don't forget that the surgery is not open at weekends or on Bank Holidays, during any closures cover is provided by NHS 111 service in conjunction with DevonDoctors. Please dial 111 on your telephone to be connected to NHS 111.

The surgery will be closed on the following **Bank Holidays**:

Monday 27 August 2018, Tuesday 25 December 2018 and Wednesday 26 December 2018.

In addition **all North Devon surgeries close for GP Training purposes at 12.30pm** on the following dates:

Wednesday 04 July 2018 and Thursday 18 October 2018

More information around closures can be found on our website [www.combecoastalpractice.co.uk](http://www.combecoastalpractice.co.uk)