



COMBE COASTAL PRACTICE NEWS

Volume 5 Autumn 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.'

Flu & You!

Please be aware that this supersedes earlier information issued by the practice.

We offer influenza vaccination to the following groups:

Patients aged 65 or over or Patients aged who are aged under 65 with any of the following problems:

- Asthma or another chronic chest complaint
- Heart problems
- Diabetes
- Kidney disease
- Liver Disease
- Neurological Disease
- A pregnant woman
- A carer
- If you suffer from a serious illness and have a reduced ability to fight infection

In August 2018 Public Health England (PHE) published their revised guidance regarding the **National Influenza Programme for 2018/19 for Health Practitioners**. This sets out the preferred options to the At Risk Groups. It has advised that there will be a change from the 2017/18 guidance whereby all over 65's should now be offered the adjuvanted trivalent influenza vaccine (aTIV) vaccine as opposed to the quadrivalent influenza vaccine (QIV) which was administered last year.

Due to supply issue the surgery has not been able to reserve enough of the aTIV vaccine but we have managed to reserve adequate QIV. Following PHE guidelines we are therefore required to inform you of this and if you are in the over 65 categories ensure you have an informed choice to be vaccinated with the QIV vaccine or seek the aTIV vaccine through another source such as the local pharmacy.

If you choose to be vaccinated at the Surgery with the QIV vaccine we will ensure that your appointment remains in place. If you would rather seek you vaccine via an aTIV supplier we would be grateful if you could let us know.

If you require more information about the 2018/19 National Influenza Programme prior to deciding you can visit the NHS Choices Website here:

<https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>

More information about how to book for your flu vaccination can be found inside on page 2

Don't forget our website — 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

For patients who are at risk the best action is to have a flu vaccination every year.

We will not be sending out letters to all patients to help minimise waste and impact on our environment; it also helps to reduce administration at the practice. You may receive a personalised text message on your mobile promoting the service if you've given us permission to do so; just follow the instructions given in your message.

If you contact details have changed in the last year please update us so that you can take advantage of this service.

As you can appreciate, in a practice our size, we have thousands of patients to vaccinate. The most practical and effective way to do this is to hold Saturday clinics at Ilfracombe Medical Centre where we can have multiple nurses working. We also have car park attendants working on these days to ensure the smooth running of the car park.

**The dates for these flu clinics will be on Saturday 29 September 2018 and Saturday 13 October 2018.
Please note these clinics are for adults only.**

Please telephone the surgery numbers are at the bottom of this advert, **after 11am** (to avoid the busiest times) to book your appointment.

We will be holding flu clinics especially for children and further adult clinics at our branch surgeries. These dates will be confirmed for October and November and in line with vaccination deliveries.

If you are unable to leave your home for medical reasons we can arrange for a District Nurse to administer your flu vaccination at home.

01271 863119 or 01271 863840 or 01271 882406 or 01271 870276

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: www.combecoastalpractice.co.uk

...that you can check in via our touch screen in the main lobby in Ilfracombe before you reach reception, it's 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
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

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— Dr Ross will be retiring from the practice at the end of November 2018. Dr Waddington will be taking over Dr Ross' patient list. Dr Waddington is well known to the practice – he spent 12 months training with us as a GP Registrar and has been looking after Dr Joules' patients whilst she has been on maternity leave this year, so you may already have met him at the surgery. Good luck to Dr Ross for the future, we suspect he will be spotted cycling around the area on his racing bike!

Leaver— Niki Holmes from our Health Care Team has left the practice and is emigrating to New Zealand after working for the practice for a colossal 26 years initially as a reception team member then as a Health Care Assistant. (phew!)

Donation— Tyrrell League of Friends have donated £5000 to enable the practice to buy some Vital Signs Monitors and Coaguchek Meters for our nursing teams to use with our patients, thank you for your fundraising it is much appreciated both by the practice and the patients who use the equipment.

Self care

is the best choice to treat common ailments and minor illnesses

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.



Antihistamine tablets and syrup;
Steroid nasal sprays;
Eye drops;
Decongestants;
Simple pain relief, e.g. paracetamol



Antacid medicines and alginates reduce the symptoms of heartburn and relieve pain.



Simple pain relief, e.g. paracetamol and anti-inflammatory drugs, e.g. ibuprofen.



Simple pain relief, e.g. paracetamol or ibuprofen;
Cough mixtures (may contain paracetamol);
Cold remedies (may contain paracetamol);
Decongestants.



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.



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 date:

Thursday 18 October 2018

More information around closures can be found on our website www.combecoastalpractice.co.uk