



COMBE COASTAL PRACTICE NEWS

Volume 6 Winter 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 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



PUTTING THE DRAGON TO BED

Over many years the doctor's receptionist has come in for much criticism, and in some cases it can be said that this has been justified. So why change that image? Perhaps it would be useful to know the day to day work that our team does and we can then make changes together.

Combe Coastal Practice is a Partnership Business owned by the GP Partners that work here. We are part of the NHS known as Primary Care, we are governed and regulated by NHS England and monitored by the Care Quality Commission (CQC). The GPs within the practice are contracted by NHS England and the local Clinical Commissioning Group (NEW Devon CCG) to provide services for patients, but we run as an independent business. Reception and Administration staff are employed by the GPs within the partnership, we have to work within the restrictions and protocols put in place by NHS England, but still prove to be a viable and successful business.

You will speak to most of our reception team either face to face on the reception desk when you arrive in the surgery or more likely initially on the telephone. Some team members work full-time others work on a part-time basis and there is a wide range of expertise amongst our team to deal with the daily work that we do.

Our day starts at just before 8.30am and finishes at 6pm, we do offer extended hours appointments on certain days and these hours are covered by GP's on a rota basis with a dedicated team of receptionists. On an extended hours day your receptionist could be working until 7.45pm, a very long day, having started at 8.30am!

On a day to day basis we manage the GPs working day, booking their appointments, dealing with incoming and outgoing post, both electronic and via the usual postal deliveries. Emails and documents sent electronically from various hospitals and providers such as the podiatry or retinal screening service. All paperwork received is logged into a patient record with any actions, problems or procedures that the doctor needs to see being highlighted to them. We liaise with partner agencies to provide care for our patients such as midwives, North Devon District Hospital, Royal Devon & Exeter and Derriford Hospitals. We also have contacts from the hospice service for both adults and children, the out of hours service, DevonDoctors and NHS 111.

We book both doctor and nurse appointments both on the day or in advance. We need to keep a careful eye on the available appointments that we have and what can be released for pre-bookable and urgent on the day requests. We are constantly answering the phone to book appointments, dealing with all sorts of enquiries from patients, their relatives, consultants, district and community nursing team members, pharmacies, hospice team staff, social workers and health visitors, the list in fact is endless! Our day is a constant juggling act to ensure that all the patients are seen when needed and that all the back office work that the doctors need to do their job is available to them, all in an accurate and professional manner. As you can see it is a very large workload which takes a large team a lot of hours to manage

You may wonder why we ask questions. We can assure you it is not because we are prying into your business but to give you the best service and the right appointment. We want you to be seen by the person most qualified to deal with your problem or concern. We need to ensure that the appointment you have is appropriate. How awful it would be if you were very unwell and we couldn't offer you an appointment as the appointments are already booked by patients who have minor issues that could be dealt with for instance by visiting the pharmacy and taking over the counter medication. Remember though that we are not medically trained, we are not qualified to give advice and unfortunately we may not know the name of the little blue tablet that you take, so please don't ask us to do your medication requests over the telephone it's just not safe!

Rest assured that no information that you give us is disclosed to anyone except a doctor or nurse, we are bound by strict confidentiality and data protection. We try to treat everyone with dignity and respect and value the kindness and consideration you can give us whilst doing this very challenging job.

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, GPs, Nurses and Reception Team members.

To help us with this, we have a **Patient Participation Group** so that you can have your say, our members meet twice a year. 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 April 2019.

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 or the noticeboards in our waiting rooms for the address and what the group can do for you.

General Catch Up!

Retirement Reminder — 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!

NHS www.nhs.uk

Where to go if your GP surgery is not open

There are four options available to you, depending on your symptoms. Think carefully before dialling 999 or going to A&E.

Diarrhoea Earache Painful cough Sticky eye Teething Rashes	Arthritis Asthma Back pain Vomiting Stomach ache	Cuts Sprains Strains Bruises Itchy rash Minor burns	Severe bleeding Breathing difficulties Severe chest pain Loss of consciousness
Pharmacy	Out-of-Hours GP	Minor Injuries	A&E
For details of your nearest pharmacy, visit the "Services near you" section at: www.nhs.uk	Advice and treatment by phone, at a Treatment Centre or via a home visit	Minor Injury Units, Walk-in Centres and Urgent Care Centres	Emergency care for serious or life-threatening situations
Just walk in	Referral via NHS 111	Just walk in	Phone 999 or walk in

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.

<p>Hay fever</p>  <p>Antihistamine tablets and syrup; Steroid nasal sprays; Eye drops; Decongestants; Simple pain relief, e.g. paracetamol</p>	<p>Indigestion or heartburn</p>  <p>Antacid medicines and alginates reduce the symptoms of heartburn and relieve pain.</p>	<p>Pain</p>  <p>Simple pain relief, e.g. paracetamol and anti-inflammatory drugs, e.g. ibuprofen.</p>	<p>Coughs and colds</p>  <p>Simple pain relief, e.g. paracetamol or ibuprofen; Cough mixtures (may contain paracetamol); Cold remedies (may contain paracetamol); Decongestants.</p>	<p>Piles (Haemorrhoids) and constipation</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 2018/19

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**:

Tuesday 25 December 2018 and Wednesday 26 December 2018, Tuesday 01 January 2019.

In addition **all North Devon surgeries close for GP Training purposes at 12.30pm** on the following dates: Wednesday 30 January 2019, Thursday 04 April 2019, Wednesday 03 July 2019, Thursday 10 October 2019

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