

Unwell whilst the surgery is closed?

If you find yourself unwell whilst we are closed, you can either:

Contact the Pharmacy for Minor ailments
24hr Pharmacy open at Boots, Weston Super Mare

- Call 111 – If you feel you need urgent medical attention. Visit Clevedon Minor Injuries unit - 01275 546852
Opening hours are 8am- 9pm everyday
- A&E – Emergencies only (BRI, Southmead or Weston)

Kept Waiting



A poem by Kirsty Smith:

If I keep you waiting, remember I'm just doing my best for those ahead of you. I may be helping an older lady dress, or a new mum put her baby into a car seat. More often than not, I am waiting for someone to stop crying before they go, or I may be breaking bad news as sensitively as I can. You will never know, and when it's your turn, I will do the same for you. Thank you for your understanding.



A great asset to the practice

We have been treated by the practice nurse on several occasions, and they always go that extra step to make life easier for us. This nurse is very approachable, and always takes time to chat without rushing us. On two occasions, when they had learned that we are coming for a different injection in the near future, they have said that they will do it then to avoid another journey. Absolutely charming and very efficient, we love this nurse!

NHS Choices—October 2016



Friends and Family Test

Please remember when you visit the surgery, have a home visit or a telephone consultation you are able to complete one of our Family and Friends Test questionnaire's to provide feedback about your consultation.

These questionnaires can be found on the reception desk and once completed can be put in the labelled blue box on reception.

If you would prefer to complete the questionnaire online please ask a receptionist who can provide you with the relevant details.

Prescription requests – what you need to know

There are three ways to order your repeat prescriptions:

- Online (you can ask at reception about registering for online services)
- Using the repeat prescription slips which is printed alongside your prescription
- Completing a prescription request form at the surgery
Unfortunately we cannot accept prescription requests over the phone.

GPs often spend time away from seeing patients, to issue an urgent prescription for patients who have not ordered their medication in good time. Please can you ensure that you give at least 3 working days notice for repeat prescriptions.

Harbourside is now using EPS (Electronic prescribing service), This now means that your prescriptions will be sent electronically to a pharmacy of your choice. All we need you to do is let one of our receptionists know which pharmacy you nominate to then pick your medication up from.

CQC Rating: GOOD



In this issue.....

Page 1: Practice news & did not attend rates

Page 2: Drink driving information & seasonal opening hours

Page 3: Common illnesses & missed appointments

Page 4: Practice information

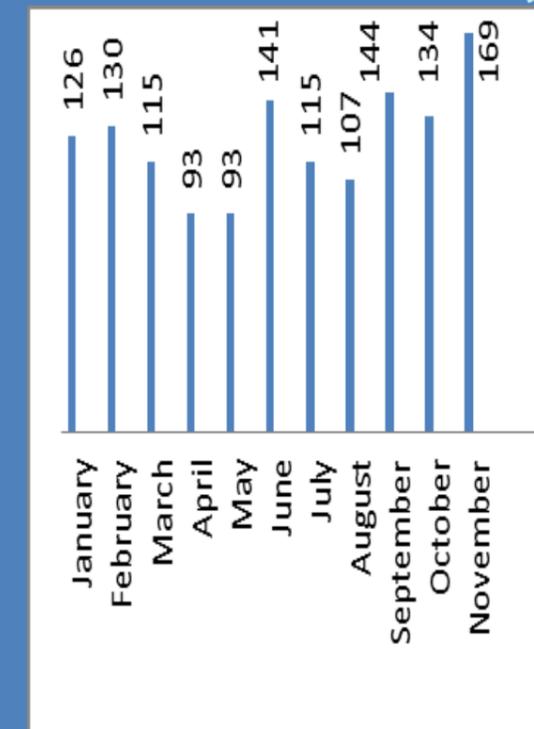
Contact details

Please ensure that you let us know if any of your details change, it is very important that we have up to date phone numbers, addresses and e-mail addresses for our patients to ensure text reminders and any letters are received. You can change your phone number or e-mail address by speaking to a receptionist. To change your name or address you need to come to the surgery and complete a change of details form, these are available from reception.



Did not attend rates

Please make sure you cancel an unwanted appointment. Please be aware that extended hours appointments must be cancelled 24 hours prior to the appointment, to allow the appointment to be rebooked, after this time they will be non-cancellable. This chart shows the number of patients that did not attend their appointments so far this year. This equates to 1,198 missed appointments, which is 11.5 weeks of a doctors time and costs the NHS £11,500.00 per year.



If you have any feedback about the content or ideas for future issues please speak to Reception. If you would like to receive a copy by e-mail please complete the request form on Reception.

Please visit our website: www.harboursidefmp.nhs.uk

Please visit our website: www.harboursidefmp.nhs.uk

Don't Drink and Drive!

You can be over the limit to drive on less alcohol than you may think. Be safe, avoid alcohol before you drive.

Alcohol affects everyone differently. Many factors will influence the level of alcohol in your blood, such as age, weight, your body, type of drink, the speed of drinking and the amount that you've eaten.

Even a small amount of alcohol can affect your driving in a number of ways, including:

- Slower reactions
- Increased stopping distance
- Poorer judgment of speed and distance
- A reduced field of vision
- Alcohol can also make you feel overconfident.

This may make you more likely to take risks when driving, creating dangerous situations for yourself and other people on the road.

There are a number of alternatives to drinking and driving:

- Using Public transport
- Arranging a taxi
- Taking it in turns with family and friends to be the designated driver.

It is important to be aware that you can still be over the limit the morning after an evening's drinking:

It can take roughly 10 hours to be alcohol-free after drinking one bottle of wine.

It can take roughly 13 hours to be alcohol-free after drinking four pints of strong lager or ale.

Sleep, coffee and cold showers don't help to sober you up

Points to remember:

- Don't offer an alcoholic drink to someone you know is planning to drive
- Don't accept a lift from a driver you know has drunk alcohol
- Book your taxi early
- Arrange lift shares
- Download relevant apps or gain know edge of public transport timetables in advance



Harbourside Christmas opening hours

Friday 23rd December: 8.00am—6.30pm

Christmas Eve: Closed

Christmas Day: Closed

Boxing Day: Closed

Tuesday 27th December: Closed

Wednesday 28th December: 8.00am—6.30pm

Thursday 29th December: 8.00am – 6.30pm

Friday 30th December: 8.00am – 6.30pm

Saturday 31st December: Closed

Sunday 1st January 2016: Closed

Monday 2nd January 2016: Closed

Tuesday 3rd January: 8.00am—6.30pm



Christmas can be a busy time, have you ordered enough medication to last over the Bank Holidays? Please make sure medication is ordered by Friday 16th December to allow time to process before the holidays.

Common illnesses and Antibiotic information

Colds, most coughs, sinusitis, earache and sore throats often get better without antibiotics. Below are some examples of common illnesses, how long they normally last, what you can do to ease your symptoms and when you should contact your GP/ NHS 111.

Common illnesses and how long they are likely to last

- Ear Infection - 4 Days
- Sore Throat - 1 Week
- Common Cold - 1.5 Weeks
- Sinusitis - 2.5 Weeks
- Cough or bronchitis - 3 Weeks

What you can do to ease these symptoms

- Have plenty of rest and don't try to push yourself as this increases your recovery time
- Drink enough fluids to avoid getting a thirst
- Ask your local pharmacist what over the counter medication can be purchased to bring down your temperature or control pain (or both).

You should contact a GP or 111 if you develop the following symptoms.

- If you develop a severe headache and are sick
- If your skin is very cold or has a strange colour, or you develop an unusual rash
- If you feel confused, are very drowsy or have slurred speech.
- If you have difficulty breathing - breathing quickly, turning blue around the lips and above your chin, skin above or around the ribs getting sucked/ pulled in with every breath.
- If you develop chest pain
- If you have difficulty swallowing or are drooling
- If you cough up blood
- If you have hearing problems develop or if there is fluid coming out of your ears (any earache that develops in children)
- If you are feeling a lot worse or are not improving by the time expectations given above.

The reasoning behind why Antibiotics are not always prescribed

- Most infections are not bacterial and viruses don't respond to antibiotics
- Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works.
- The more we use antibiotics, the greater the chance that the bacteria will become resistant to them so that they no longer work. If we all try to reduce their usage, antibiotics will be more likely to work when we **really** need them.
- Antibiotic-resistant bacteria don't just infect you, **they can spread to other people in close contact with you.**
- Some antibiotics can cause allergic reactions such as rashes, being sick if you also drink alcohol and reactions to sunlight - as well as other symptoms.

Please help us increase the number of appointments we can offer

The biggest frustration that our patients report to us is in relation to a lack of pre-bookable appointments and we currently have over **100** patients each month who do not attend their pre-booked appointment, this equates to a week's worth of a doctors time and costs the NHS approximately £1,000.

We undertook some research and discovered that one of the main reasons that patients do not attend is because they have forgotten. However, they still need the appointment so they have to rebook another one to replace the one they forgot. This has a huge impact on the number of appointments we are able to offer.

Please help us reduce the number of wasted appointments by cancelling appointments that you no longer need. You can now cancel appointments: 1) At reception, 2) using our 24 hour automated phone system, 3) online or 4) by replying 'cancel' to your text reminder.

