

while you wait..



ADMISSIONS	MATERNITY
ATTENDANT	NURSE
CHAPLAIN	PATIENT
CORONARY	SICK
EMERGENCY	TRANSFUSION
INSTITUTION	ANTIBIOTIC
MEDICINE	BLOOD
ORDERLY	CLINIC
RECORDS	DRUG
SURGERY	INJURY
AMBULANCE	MEDICAL
BEDPAN	OPERATION
CHART	PHYSICIAN
INFIRMARY	DOCTOR
SURGEON	TRAUMA



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 questionnaires 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.



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 note that due to unforeseen circumstances, on some occasions the clinician you were due to see may change on the day, we will aim to let you know asap if this happens, although some times we only have short notice, We thank you for understanding

CQC Rating: GOOD



"Over the past few years I have had to attend the Marina Healthcare Centre with various members of my family, most recently my 88 year old mother. I have always found the nurses extremely helpfull , caring and very supportive and have bent over backwards to give my mum the care she required. I would like to take this opportunity to say a big thank you for all their hard work,kindness and professionalism."

Review from NHS choices October 2017

Did not attend rates

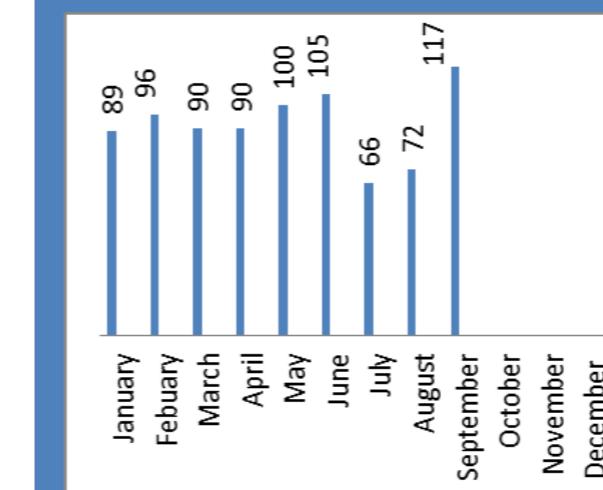
On average over 100 people per month do not attend their pre-booked appointments. If they cancelled, we would have enough appointments for everyone. Please be considerate of your fellow patients.

You can cancel an appointment by:

- Responding to the text reminder you receive
- Ringing the practice
- Online
- By ringing or coming into the practice – our quietest time is between 12 noon and 2pm each day

Please be aware that extended hours appointments must be cancelled 24 hours prior to the appointment, to allow the appointment to be rebooked.

This chart shows the number of patients that did not attend their appointments so far this year.



Practice Update....

Our Practice Manager of 5 years, Kyla Dawe, will be leaving us in the new year to further her career within the NHS. As a practice we would like to thank her for all of her hard work over the last 5 years and wish her all the best for the future.

We would like to give our new practice manager Fran Upshon a very warm welcome. Fran will be joining us in the new year, with previous experience working within the NHS and we look forward to her becoming part of the Harbourside family.

Our Clinical secretary of 23 years has recently retired, Annabelle Mimms was with Harbourside from the very beginning, we wish you all the best for the future and we hope you enjoy retirement.

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 some months we can have over **100** patients who do not attend their pre-booked appointment, this equates to a week's worth of a doctor's 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) online 3) by replying 'cancel' to your text reminder, 4) by phone.

It's Flu season...

Please come and see us for a jab if you fall into any of the following categories:

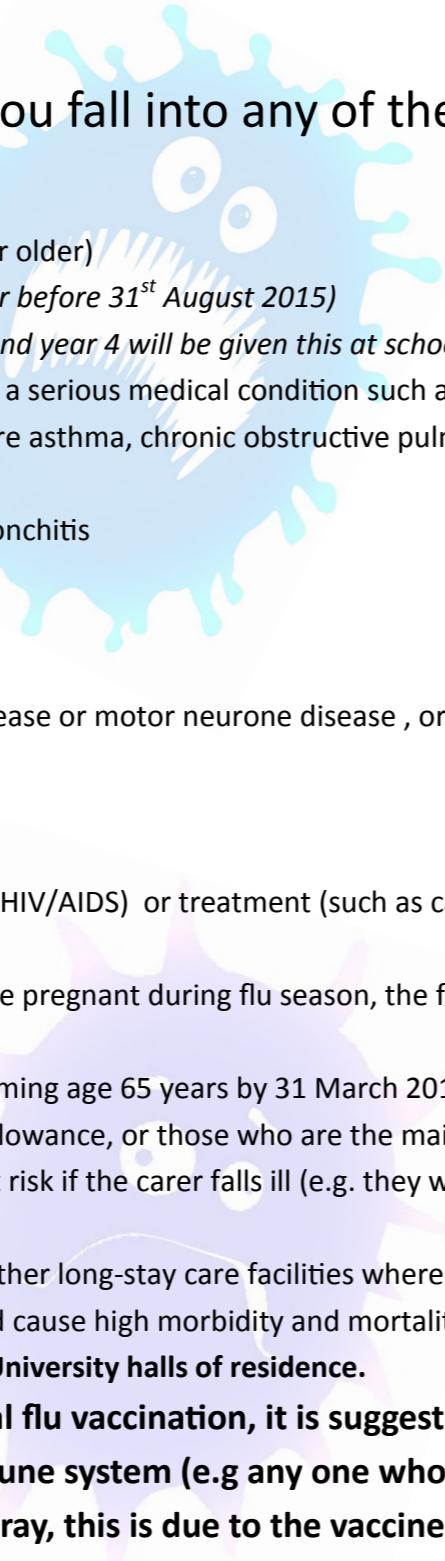
- All **HEALTHY** Children aged 2 and 3 (but not 4 years or older)
Date of birth on or after 1st September 2013 and on or before 31st August 2015)
(healthy children in reception, year 1, year 2, year 3 and year 4 will be given this at school)
- ANYONE aged from 6 months to 65 years of age with a serious medical condition such as:
- Chronic (long term) respiratory disease, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis
- Chronic obstructive pulmonary disease (COPD) or bronchitis
- Chronic heart disease, such as heart failure
- Chronic kidney disease at stage three, four or five
- Chronic liver disease
- Chronic neurological disease, such as Parkinson's disease or motor neurone disease , or learning disability
- Diabetes
- Splenic dysfunction
- A weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)
- All pregnant Women (including those women who are pregnant during flu season, the flu jab can be given at any time during pregnancy)
- People aged 65 years and over (including those becoming age 65 years by 31 March 2018)
- Carers – ONLY those that are in receipt of a carer's allowance, or those who are the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill (e.g. they would have to go into Hospital)
- People living in long-stay residential care homes or other long-stay care facilities where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality. **This does not include prisons, young offender institutions or University halls of residence.**

*****Please note that if your child has had the nasal flu vaccination, it is suggested that they stay away from anyone with a very low immune system (e.g any one who is going through chemotherapy) for 2 weeks post nasal spray, this is due to the vaccine being a live form and small elements of the flu virus could be passed to anyone whose immune system is slightly lower. This will not affect anyone who is healthy.**

Please ask at reception for appointment availability

Shingles vaccination

Public health England are continuing their staged vaccination process with regards to shingles, this years guidelines are and current eligibility is: If you are aged 70, 71, 72, 73, 78 or 79 you are eligible for the shingles vaccine. If you haven't had your shingles vaccination and are any of the above ages, please speak with reception to book your appointment.



Research Friendly Practice

We recently contacted our patients regarding a research trial for patients with psoriasis. The study is designed to assess the impact of all types and severity of psoriasis have on the quality of life of people taking part. We have invited just over 130 patients and those consenting to the trial will be in contact with the research team for the next two years. In June we took part in the TriMaster study and invited some of our patients with type 2 diabetes to take part. The aim of the study is to match the right diabetes medicine to the right patient. In the study each patient will be given three regularly prescribed diabetes treatments, in rotation, and see which works best for them. This information will help choose the most effective medicine for patients in the future.

We have expressed an interest in a further study and are waiting to hear back from their research team. This will invite those patients who have had recent treatment for breast, colon or prostate cancer and look at a web-based intervention to improve the quality of life and long term prospects through secondary prevention of cancer.

Attention all University students **

Whilst attending university you will be asked to register with your University Doctors Surgery. GP registrations only allow you to be registered at one practice. This will mean that you then become inactive with Harbourside and are no longer registered as a patient here. Before starting university please ensure that you have enough medication to keep you going during this registration process. During the holidays you need to make sure that you have enough medication to last you the whole holiday period. Students are no longer able to temporary register with a GP for a prescription of ongoing medication. This is to safeguard them as we do not feel that it is safe practice for our GPs to prescribe medication with no current medical history.



MENACWY

Recent advice from PHE, the Meningitis Research Foundation (MRF) and Meningitis Now urge young people, whether starting university or not, to get vaccinated against meningitis and septicaemia.

Last year's Year 13 students (DOB 1.9.98 – 31.8.99) are eligible for MenACWY if they have not received a dose of MenACWY since the age of 10.

Private work - Please be aware that when you ask a GP to complete a piece of private work (insurance report, medical report or copy notes etc) the completion time for this is 2 weeks. There will be a charge for completing the request, (an up to date list of charges can be found in reception).

Please also ensure we have written consent before any form is submitted as without this, it tends to cause delays.

First year medical students — Between October and April we will have 6 medical students on placement here at Harbourside. They will be here alternate weeks on a Thursday afternoon. First year medical students are not looking necessarily at a patient's clinical diagnoses, they are looking more at how patients live with their clinical conditions. Each week the patients are here there will be 2 students sitting in with a GP in a student teaching clinic, these appointments will be bookable via reception, and a receptionist will inform you before booking you an appointment with students to give you the chance to decline. We also arrange home visits for the students on the weeks they are here this allows students to visit patients within their home environment, to hear about the patient's history and experiences. We thank you in advance for your help and support with our first year medical students.

Winter Health

Who is most at risk?

Very cold weather can affect anyone, but you are most vulnerable if:

- * You're 65 or older
- * You're on a low income (so can't afford heating)
- * You have a long-term health condition, such as heart, lung or kidney disease
- * You're disabled
- * You're pregnant
- * You have young children (newborn to school age)
- * You have a mental health condition

It's always better to be prepared

The Met Office provides weather forecasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather. You can also see your local news for weather updates in your area.

How to keep your home warm

It's really important to keep you and your family warm and well at home, follow these simple steps to ensure you keep well:

- * If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- * Keep your bedroom at 18C all night if you can – and keep the bedroom window closed
- * During the day you may prefer your living room to be slightly warmer than 18C, babies should sleep in rooms heated to between 16C and 20C
- * Draw curtains at dusk and keep doors closed to block out draughts
- * Get your heating system checked regularly by a qualified professional

Protect your health in the cold

If you start to feel unwell, even if it's a cough or cold, don't wait until it gets more serious. Seek advice from your pharmacist.

Follow these tips on keeping well in the cold:

- * Wear several layers of clothes rather than one chunky layer – clothes made from cotton, wool or fleecy fibres help to maintain body heat
- * Use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- * Have at least one hot meal a day and make sure you have hot drinks regularly
- * Try not to sit still for more than an hour or so indoors – get up and stretch your legs
- * Stay active – even moderate exercise can help keep you warm
- * If you have a heart or respiratory problem, stay indoors during very cold weather

Look in on vulnerable neighbours and relatives

Check up on older neighbours and relatives, and those with heart or respiratory (breathing) problems, to make sure:

- * They're safe and well
- * Are warm enough, especially at night
- * Have stocks of food and medicines so they don't need to go out during very cold weather



Firework safety, Do's and Don'ts

DO:

- * Stand far away from both the fire and the fireworks
- * Light only one sparkler at a time and do so at arms length
- * Only use sparklers if supervised by an adult
- * Keep your cat and dog inside during bonfire night
- * Keep a bucket of water ready for emergencies

DON'T:

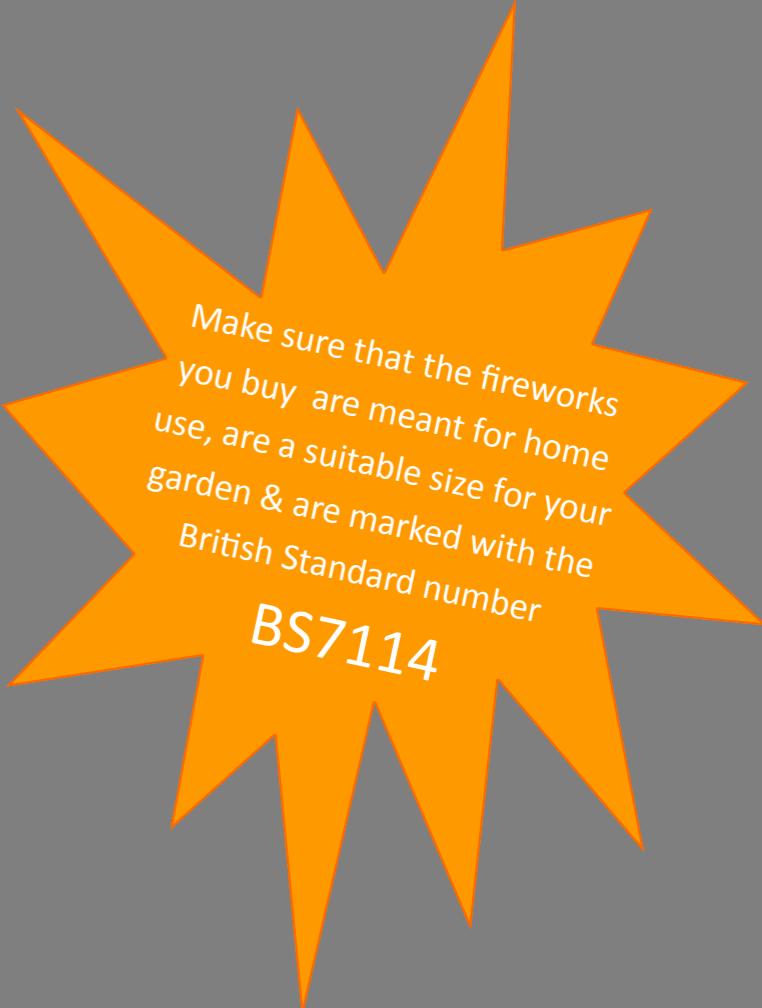
- * Go near a firework after it has been lit
- * Use sparklers without wearing gloves
- * Position your bonfire near any low hanging trees, fences or others property
- * Let off fireworks after 11.00pm—this is illegal

Whether enjoying fireworks at an organised event or from your own home, it is important to stay safe wherever you are.

Please take note of the Do's and Don'ts to help keep you safe whilst enjoying a firework display this winter.



If you suffer from a heart problem, asthma or bronchitis it may be a better idea to enjoy the fireworks from inside. Turning off your light will enable you to see them better



Festive Holiday opening hours..

Friday 22nd December—8.00am—6.30pm

Christmas Day—Closed

Boxing Day—Closed

Wednesday 27th December—8.00am—6.30pm

Thursday 28th December—8.00am—6.30pm

Friday 29th December—8.00am—6.30pm

Monday 1st January 2018 – closed

From Tuesday 2nd January 2018 all normal hours will be resumed.



Christmas healthcare checklist Stay Well this Christmas

Make sure you have details of healthcare services

- Pharmacy and GP opening hours
- GP out-of-hours numbers
- Dental out-of-hours numbers
- Social work out-of-hours numbers
- Mental health emergency numbers



#StayWellNI

STAY WELL
THIS WINTER



The Festive holidays can be a busy time, have you ordered enough medication to last over the Bank Holidays? Please make sure your medication is ordered by Monday 18th December to allow time to process before the holidays.

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 over confident.

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 you're taxi early
- Arrange lift shares
- Download relevant apps or gain knowledge of public transport timetables in advance

New year.....New you

Whether it's losing weight, getting more exercise, cutting down on alcohol or giving up smoking, Harbourside Family practice can help and offer support.

We run smoking cessation clinics and work with Smoke Free North Somerset to offer support and guidance in kicking that smoking addiction.

Gyms and various health clubs run new year deals - keep a look out for the latest offers.

Alternatively if you would like to discuss any of the above points, speak to reception who would be happy to book you in with the most appropriate clinician.

