



June 2016



Melbourne and Chellaston Medical Practice

NEWSLETTER



Ordering prescriptions - how our system works

To ensure a safe and effective prescription service, we need 48 working hours notice to process requests, plus an extra day if the request goes via a chemist.

We encourage our patients to take responsibility for managing their own medications.

This means ordering prescriptions in good time before medication runs out.

Requests for repeat prescriptions will be completed on the day in exceptional circumstances only.

We offer several ways to order repeat prescriptions:

- By email
- Through the online service
- Using the Electronic Prescription Service (EPS)
- By fax
- Via paper request slips
- The telephone order line is for housebound patients only

If you need further information on any of the above methods, please ask at Reception.



Staff changes at the Practice

We will have a new Nurse Manager joining us at the end of June.

Lynn Daly, a highly experienced Practice nurse, will be taking on the role vacated by Helen Paine (pictured) who left the Practice in May after 15 years.

We will be introducing Lynn in the next newsletter.

Helen has moved to Royal Derby Hospital where she is enjoying a specialist role as an asthma nurse.

We also have a new midwife at Melbourne, Kim Mayfield.



Use of antibiotics

The Practice is committed to sensible use of antibiotics and only issues them when necessary.

General guidance from the NHS is that antibiotics aren't effective against viruses. These include colds and coughs and sore throats.

There may be some instances where antibiotics are used to treat severe or recurring infections.

If you need further information or advice, our GPs and Urgent Care nurses will be happy to advise.

- Hay fever advice -

Hay fever is a common allergic condition that affects up to one in five people at some point in their life.

Symptoms of hay fever include: **sneezing; a runny nose; itchy eyes.**

Many cases of hay fever can be controlled using over-the-counter medication, such as anti-histamines, which are available from your pharmacist. It is also possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- **wearing wrap-around sunglasses to stop pollen getting in your eyes when you are outdoors**
- **changing your clothes and taking a shower after being outdoors to remove the pollen**
- **trying to stay indoors when the pollen count is high (over 50)**

Unless your symptoms are consistently troublesome, there is no need to see your GP or Nurse Practitioner.



A stitch in time to help people with dementia

Receptionist Lesley Hall is pictured with a twiddle muff which she knits to help people with dementia.

The brightly-coloured and interactive twiddle muffs promote a sense of calm by providing buttons, ribbons and different textures for people with restless hands and fingers to experience.

We have a pattern, produced by Bolton NHS Foundation Trust, for any knitter who is keen to make a twiddle muff of their own.

Please ask at Reception for a copy of the pattern.

Practice matters - parking and lost property

At our Melbourne surgery we have a growing pile of 'lost property'. If anyone thinks they may have mislaid items, please ask at Reception.

We continue to receive complaints about parking at both surgeries. At Chellaston it's parking right outside the premises, especially in front of treatment rooms.

At Melbourne it's parking across our neighbours' driveways.

Please be considerate of others and make use of the designated surgery spaces and public car parking.

Medical students

The Practice is proud to be a training practice for doctors.

We will have a new intake of 4th year medical students from August 2016. They will be on placement for 3-4 days a week for 4 weeks.

The students will not affect the quality of patient care. However, if you don't want a student to be involved with your consultation, please let us know.