

# KEEP IT OR CANCEL

**HAVING PROBLEMS MAKING AN APPOINTMENT?**  
Every month on average 200 appointments are missed! Please make sure if  
you don't need an appointment, you cancel it!



## DO YOU CARE?

A carer spends a significant proportion of their life providing unpaid support to family & friends. This could be caring for a relative, partner or friends who are ill, frail, disabled or have learning difficulties, mental health or substance misuse problems.

Caring can be very difficult, demanding and consuming task no matter how close you are to the person you care for. Caring can affect your mental health and leave you tired, frustrated, stressed, angry and feeling guilty leaving you no time to yourself.

We have a Care Co-ordinator at Richmond Hill and she is called Toni Ruddy. If you need any help please visit or call the surgery.

This is a free and confidential service.

## Online Booking

Richmond Hill Practice can offer online booking to see a Doctor. This service is accessible 24 hours a day and you are able to book your appointments when it is most convenient for you.

Each individual above the age of 16 need their own password and we will need you to sign a form to give consent before we issue you with a password.

Please visit the surgery or refer to our website for more information.

## MMR Vaccine

MMR is the combined vaccine that protects against Measles, mumps and Rubella. They are highly infectious common conditions that can have serious, potentially fatal complications, including meningitis, swelling of the brain and deafness. Since the MMR vaccination was introduced in 1988, it is very rare for children to develop these complications. However outbreaks happen so it is very important for you to make sure your children are up to date with the MMR vaccination.

The initial symptoms of measles are:-

- Cold like symptoms
- Red eyes and sensitivity to light
- Fever
- Greyish white spots in the mouth and throat

If you notice the above symptoms and suspect it is measles, see your GP. It is a notifiable disease which means that any Doctor who diagnoses the infection must inform the local health authority in order to identify the source and stop it from spreading. Measles can be extremely unpleasant and lead to complications like meningitis and pneumonia.

If your child has not been immunised and they are aged 16 or under contact the surgery now for an appointment with our team of nurse professionals.

For more information please visit — [www.nhs.uk](http://www.nhs.uk)

## Minor Ailments Scheme

Every year, millions of us visit our GP with minor health problems that our local pharmacist could resolve.

Your pharmacist may be able to help with :-

- skin conditions such as mild acne
- coughs, colds & sore throats
- hay fever & allergies
- Constipation & haemorrhoids (piles)
- Minor cuts & bruises
- Aches & pains such as headaches and earache
- Indigestion, diarrhoea and thread worms
- Period pain & thrush
- Warts & verruca's, mouth ulcers & cold sores
- Athletes foot
- Nappy rash & teething



If you visit your local pharmacy, they can advise whether or not you are eligible for the minor ailments scheme where some items are free of charge.

## For your information...

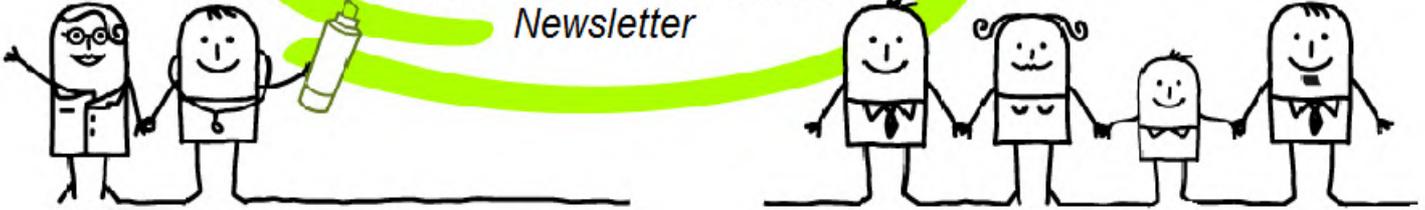
- Richmond Hill Practice now offers a coil fitting clinic for you ladies. Please contact the surgery for more details.
- The practice is closed every Wednesday from 12:15 until 1:30pm for training purposes. Please call the usual number in the event of an emergency.
- Please be aware that there is a charge for non general medical services such as private medicals, letters and passports etc. Please ask at the surgery for more details.
- We have a patient participation group. If you want to get involved please see our website for more information.
- The new Health Centre is well on it's way to completion. Plans are available to view at the main office.
- If you have been discharged from being in hospital our Care Navigator Joanne will be giving you a quick call to see how you are, so if you have any problems at all please do not hesitate to share them with her.
- We would like to say a farewell to our locum Dr Brooke, she will be missed. We wish her a happy future.

**Richmond Hill Practice are taking on new patients. Please refer to the practice website for more details.**

**Our practice has a zero tolerance for abusive patients.  
Please do not verbally or physically abuse our staff!!**

[www.therichmondhillpractice.co.uk](http://www.therichmondhillpractice.co.uk)

## Richmond Hill Practice Newsletter



Welcome to the Richmond Hill Practice Newsletter which will be available every 3 months. It will help you keep up to date on news and events which may affect you as a patient.

### OUR APPOINTMENTS SYSTEM HAS CHANGED!

Richmond Hill Practice have been listening to your comments, so we are piloting a new system for 3 months! This took effect on 13th May.

**'morning pre-bookable'**  
**'Afternoon, bookable on the day'**

#### Morning pre-bookable

Every morning at 8 o'clock there will be appointments available 48 hours from that day and two weeks ahead on that day— morning appointments only.

#### Afternoon bookable on the day

Everyday the appointments with a Doctor will be bookable at 8 o'clock in the morning.

We cannot guarantee an appointment if calling later in the day so please call as early to 8 as possible.

**There will be Triage and Urgent appointments still available, this has not changed.**



### Sun Awareness

It is important to protect you and your children's skin in the sun to avoid sunburn and heat exhaustion. Use sun screen with a sun protection factor of at least 15. The higher the factor the better and go for a broad spectrum sunscreen

which protects against harmful UVB and UVA rays. Make sure the product is not past it's sell by date as it won't be as effective.

Most sun screens have a shelf life of two to three years.

Children's skin is delicate and very easily damaged by the sun. Apply it to areas not protected by clothing such as the face, ears, feet and backs of hands etc. Choose sunscreens that are formulated for children and babies as they are less likely to irritate their skin.



Are you planning on **going away this Summer?** To find out if you need to be vaccinated, please visit the surgery for a travel form. You should complete the form and within a week call the surgery to see if the nurse needs to see you. This way you can fully protect yourself and any family members.

#### **Do you suffer from allergies in the summer?**

Hay fever is a common allergic condition that affects up to one in five people at some point in their lives. Symptoms of hay fever include a runny nose, sneezing and itchy eyes. There is currently no cure for hay fever, but there are treatments available to relieve the symptoms.



### Pendleside Hospice

The Pendleside Hospice is a registered charity who provide for the special needs of adults with cancer or other life threatening illnesses. They aim to improve the quality of life or offer support to those in need.

If you would like to get involved there is a midnight walk being held on 8th June. For more information please visit [www.pendleside.org.uk](http://www.pendleside.org.uk)

### Have you joined the Organ Donation List?

More than 10,000 people in the UK need an organ transplant. Of these, a 1000 each year will die as there are not enough organs available. Only 31% of us have joined the Organ Donor Registry so please help and register to be an organ donor. You could save a life.



[WWW.ORGANDONATION.NHS.UK](http://WWW.ORGANDONATION.NHS.UK)

**Richmond Hill Practice prides itself on delivering a high standard of professional Medical care for all the family. Your physical & mental wellbeing is our priority and we aim to achieve this at all times with dignity and respect.**