

The Hackwood Partnership

Newsletter



December 2009

Issue 12



Repeat Prescriptions

We would like to apologise for recent problems with repeat prescriptions. We are auditing the service to find out where the errors occur in the system. We receive requests by post, telephone, via pharmacies and our website.

We think the method least likely to generate errors or delays at the moment is the website requests, please go to www.hackwoodpartnership.co.uk.

Please retain the right hand side of your prescription so that you can request the accurate wording and dosage of your prescription.

Please be aware, if you are asking for a pharmacy collection, you need to allow more time (a week).

Patient Participation Group

The first meeting of our patient participation group took place in October. A second meeting is planned in December - check the website for details.

Getting the most out of your surgery

Our receptionists can guide you to the most appropriate source of help for your problem (Doctors are not always the right people to see). You do not need to give detailed information and confidentiality is paramount.

We have Triage Nurses working every morning for both telephone and face to face appointments. They are qualified to see and prescribe for most forms of minor illness.

Our Nurses also see people for chronic disease management (e.g. asthma/diabetes etc), women's health, travel advice, jabs etc.

We do offer pre-bookable appointments which can be booked weeks ahead if needed as well as appointments on the day.

We offer a blood taking service - please book appointments at the desk and bring your form with you.



SWINE FLU

We have now taken delivery of our swine flu vaccines. If you fall into any of the following risk groups please make an appointment for your vaccination at the front desk.

1. Heart Disease
2. Asthma/COPD
3. Diabetes
4. Kidney, liver, or neurological problems
5. Conditions that impair the immune system
6. Carers (particularly those who care for people with immune problems, speak to GP/Treatment Room Nurse if concerned)
7. Pregnant women

National Pandemic Flu Service

www.direct.gov.uk

Pandemic Flu

Info - 0800 1513 513

Treatment 0800 1513 100



Refurbishment of Toilet Facilities

We are delighted to announce that our toilet facilities on the ground and second floors are being refurbished. We expect the work to be completed by the end of November, when there will be two unisex toilets on each of the floors. The disabled WC on the ground floor will remain in the same place and one of the toilets on each floor will have a wall mounted baby changing table.

We have tried to schedule the work at less busy times to minimise inconvenience to you, our patients, but inevitably, some of the work must be done during surgery hours. While our builders are experienced in keeping noise and dust to a minimum, there will inevitably be some periods of inconvenience. We apologise for this, but hope you agree that the end result will be worth this inconvenience. Please be assured that there will ALWAYS be a toilet available for patient use during surgery hours, though maybe not on the floor you are using. If you need to use a facility on another floor, please let the receptionist know you are popping to another floor in case you are called by the Doctor or Nurse.

CLINICAL SPOT

Molluscum Contagiosum

This is a common condition in childhood where small warty bumps appear in clusters on the skin. It is caused by a virus and can be passed on by skin contact or from contaminated towels, flannels etc. It is **not** serious and usually clears with 6-18 months without treatment. Children need **not** be excluded from school, sports, swimming etc. See patient.co.uk for further info.



Insomnia (Poor Sleep)

About one in five people have some difficulty in sleeping. People need different amounts of sleep, but 6-8 hours a night is average. As you get older you need less sleep. Poor sleep may be

1. Difficulty getting off to sleep
2. Difficulty staying asleep
3. Early wakening
4. Non-restorative sleep

SOME DO'S & DON'T'S

1. DO reduce caffeine - or other stimulants for 6 hours before bedtime.
2. DO get up at the same time each day - even if you don't have to. This helps set your 'body clock'.
3. DO make your bedroom, a quiet, relaxing place to sleep - preferably **no** screens.
4. DO have a wind-down routine before bed, e.g. bath, milky drink, easy reading, soft music.
5. DO try relaxation techniques e.g. progressive muscular relaxation and breathing techniques.
6. DO NOT sleep or nap in the day.
7. DO NOT do strenuous exercise within 4 hours of bed, but **do** exercise earlier in the day (about 30 minutes moderate exercise on 5 or more days).
8. DO NOT have a heavy meal before bed.
9. DO NOT drink alcohol within 6 hours of bedtime.
10. DO NOT smoke.
11. SEE a Doctor if you feel **illness** or medication is causing you poor sleep.

Try

www.sleepcouncil.org.uk