

DR SOLWAY, DR WHALE & DR MALLICK PRACTICE NEWS

Autumn/Winter, 2015/16

Welcome to our winter edition of the practice Newsletter, which I hope you will find useful, informative and enjoy reading.

WELCOME

We have had some staff changes this year and would like to extend a warm welcome to Mary who has recently joined our reception team, and is new to the NHS.

SERVICES AVAILABLE

We try to serve our practice population to the very best of our ability and offer a number of extra services, i.e.

Wound Care – our nursing team will advise and dress wounds after surgery or injury.

Contraception – Dr Whale, Jo Whight or Sal Roberts our Practice nurses are pleased to advise on specialist contraception. We can provide contraceptive injections, advice on the contraceptive pill, pill checks, implants and coil fitting and removal.

Minor Surgery– Drs Solway, Whale & Mallick will carry out minor surgery if they consider it necessary and suitable to be carried out in a practice setting.

Cardio-Vascular Disease (CVD) – The doctors and the practice nurses will advise on lifestyle choices to help with the management of CVD, the doctors will advise on helpful drug regimes and work life balance.

Alcohol – the practice team are here to help, support and advise on management of alcohol.

“..We endeavour to serve our practice population to the very best of our ability

and offer a number of enhanced services”

DOCTORS IN TRAINING

Sadly we have to say goodbye to Dr Namuq who is returning to GP training in Colchester.

We are delighted to welcome Dr Sarah Grover who has joined us on a 4-month rotation learning more about General Practice. Dr Subramanian remains with until January 2016 and I am sure you will all be thrilled to learn that Dr Mohammed Jalal has returned to us in order to finish his training.

PATIENT PARTICIPATION GROUP

Are you interested in finding out more about the practice?

Would you like to influence the development of local health services?

The practice has a small but keen Patient Participation Group, so why not come along to discuss your ideas and hear about planned changes.

If you would like to come along to the meeting or would like further information about the Patients’ Participation Group then please contact:

Collette Fisher

Practice Manager

Tel: 01473 261206 or leave your name address and contact details with reception. Our next meeting is on the 12th November at Orchard Street - why not come along and join us!

APPOINTMENTS

We offer on the day appointments; on-line booking and pre-booked appointments. If you are unable to make an appointment on the day or in

advance to suit your life/work balance our reception staff will take your details and arrange for the doctor on call that day to ring you back to discuss your needs and offer a suitable appointment as deemed necessary. If you wish to make a forward planned non-urgent appointment with a particular doctor and nothing suitable is available your details will be taken and that doctor will contact you when he/she is next on duty.

“...our reception staff will take your details and arrange for the doctor on call that day to ring you back.”

The surgery is open from 0800 to 1830 Monday to Friday. If your telephone call is not urgent please try to phone after 1000, our lines are extremely busy between 0800 and 1000 daily with patients telephoning for urgent appointment requests.

HEAD LICE

Head lice are a recurrent problem, especially amongst school age children.

Head lice are difficult to find just by looking in the hair. If you suspect that you or your child has head lice, you should comb your or your child’s hair using a detection comb.

A detection comb is a special fine toothed comb that will catch any lice on the hair. This will allow you to be certain that you or your child has head lice. Detection combs have a tooth spacing of less than 0.3mm. They are available to buy from most pharmacies.

The easiest way to do this is to wash the hair and apply a good

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amount of conditioner. This will make it much easier to comb through the hair and will stop any lice moving around. It is good to repeat this process on a weekly basis. If you find any live lice you should check the rest of the family and alert close friends. If your child has head lice you should inform your child's school.

Treatment can be obtained from your local pharmacy. Do not treat your child's head 'just in case'. This leads to the lice resisting the chemical treatments. It is important to note that itching may continue for several days or weeks after treatment.

Further information can be obtained from www.nhs.uk

SELF CARE

You can help yourself by keeping some homely remedies available such as; paracetamol for aches and pains, anti-inflammatory gels and of course indigestion remedies.

Your pharmacist can be a great help. Make sure you know which pharmacy is offering out of hours service, especially over the holiday period. A pharmacist can advise on a great number of issues and will direct you to a GP if he/she feels it is necessary.

VACCINATION

If you are over 65 or in an 'at risk category' please make an appointment for your free flu vaccination.

FLUENZ - is available for all 2,3,4,5&6 year olds, and also to children in at risk category - a nasal spray - no tears! Make an appointment for your child now with Nurse Jo or Nurse Sal. Please note that some children

will be offered the flu vaccine in school by the school nursing service

SHINGLES VACCINATION

Shingles becomes more common as we get older because our immune systems weaken with age. The shingles vaccination may cut the risk of the virus reactivating by 55-60% (the virus lays dormant in us following chicken pox). The reason for giving it to people in their 70's is that immunising in your 60's carries the risk of protection running out by the time you reach 70 or 80. The vaccine doesn't work as well for people in their 80's. This year the Department of Health guidance is focusing on 70,71,72 and 78 or 79 year olds - This may seem a little odd and confusing. If you are unsure if you are in the right age group please ask at reception. If you are not eligible this year we should be able to tell you when you will be able to have your vaccination.

REPEAT PRESCRIPTIONS

The prescription phone line is no longer in use as it was getting increasingly busy and taking staff from other jobs around the practice. Patients have not always been clear in making their requests, which leads to confusion. . We offer an on-line ordering service which is available 24/7; if you are interested please ask at reception for further information.

Alternatively you can order using the tear off strip from your prescription and post or pop it in to the surgery. **These are far safer ways of ordering your**

medications, and reducing errors as misunderstandings are significantly reduced.



Collette Fisher
Practice Manager

The Practice Team:

Reception – Front of House:

Beryl	Jayne
Mary	Sheree
Sally	Jenny
Hazel	Mary B

Secretarial Team:

Jayne	
Sally	Hazel

Nursing Team:

Jo	RN	Velda HCA
Sal	RN	Jayne HCA
RN	Registered Nurse	
HCA	Health Care Assistant	

Doctors:

Ben Solway	Sarah Grover
Sally Whale	Paru Subramaniam
Nasrin Mallick	Mohammed Rashid

A&E is for Accidents and Emergencies Not Anything and Everything

If you are ill at any time when the practice is closed & it is not an emergency **Please Dial 111** for advice, guidance & direction to the appropriate service.