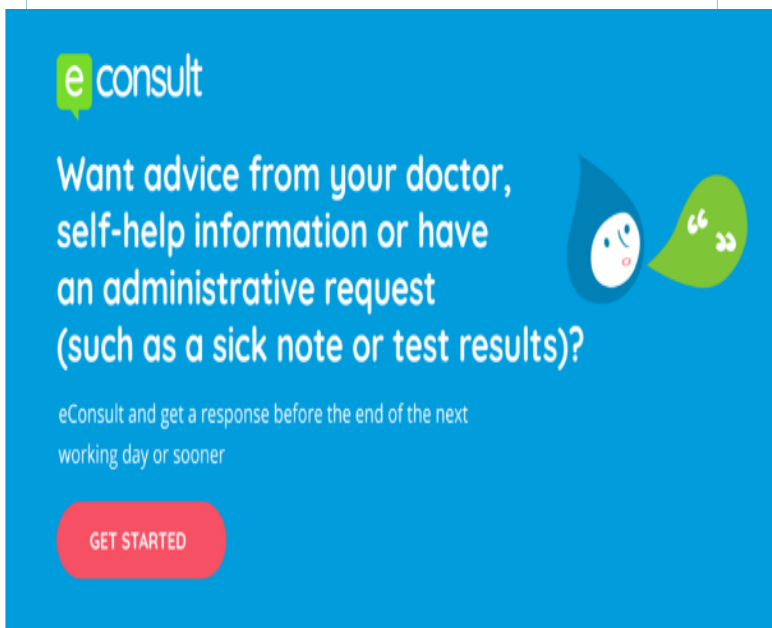


# Newlands Medical Centre—Newsletter issue 29

We would like more patients to use the eConsult service to reduce the demand on the telephone system, so that those who cannot go online have improved phone access. It is proving to be very effective both for admin queues patients and for the Practice.

**Go onto the practice website to activate and get started**



**econsult**

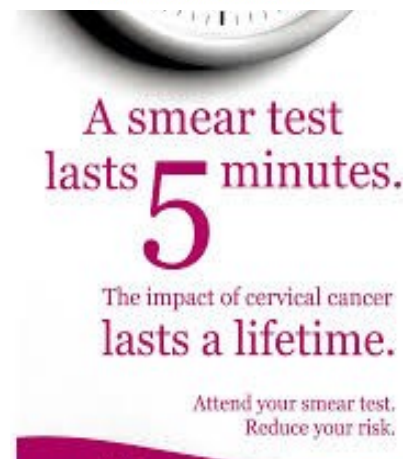
Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?

eConsult and get a response before the end of the next working day or sooner

**GET STARTED**



WORKING WITH OUR PATIENTS  
TO IMPROVE HEALTH



A smear test lasts **5** minutes.

The impact of cervical cancer lasts a lifetime.

Attend your smear test.  
Reduce your risk.



## Community Pharmacy

A community pharmacist role is all about helping patients and the public, assessing their conditions and making decisions about which medicines they should take. They can offer advice we can refer to them for specific conditions you won't pay for prescriptions if you don't pay usually if we refer you.

They Can also Help with

- prescription medicines.
- repeat prescriptions.
- disposal of unwanted or out-of-date medicines.
- advice on treating minor health concerns and healthy living.

you may contact the practice if you have any minor illness and the practice can refer you to a local pharmacy a pharmacist will contact you within 2 hours with an appointment .

### Sun Safety tips

- spend time in the shade between 11.00 am and 3pm



- Never Burn
- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use at least factor 30

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>



Practice staff are challenged to meet our patients' demands.

All our staff want to provide the best possible care. With the persistent pressure, we sometimes cannot meet your specific wishes immediately. As a result, we are seeing an increasing number of incidents when patients behave unreasonably towards our staff, causing considerable distress. Any verbal or physical abuse, aggressive, offensive, intimidating, or disrespectful behaviour towards our staff will not be tolerated. We will follow our Zero Tolerance Policy and act when patients behave inappropriately.

## CHILDREN AND YOUNG PEOPLE

### SOCIAL PRESCRIBERS



#### THE TEAM



Kelly

Penny



Aged between 11 and 17? Need help organising your time? Feel left out / not confident? Struggling with the pressure of school/friends/social activities. Whatever you are finding difficult a Social Prescriber can help you see things more positively and introduce you to new opportunities, there to listen and guide you, to feel confident to get through and find your way.

If your child is aged 11-17 and you feel they would benefit from the service, chat to your GP about a referral to Social Prescribing. A link worker could then be allocated to see how they can help your child. Alternatively if you are 16+ you can ask you GP yourself.

I

### Did you know?

To stay fit and healthy, it's recommended you get at least 150 minutes of moderate physical activity a week, or around 20 to 30 minutes a day.

The Active 10 app anonymously records every minute of walking you do. Just pop your phone in your pocket and away you go

The app:



- tracks your steps
- helps you set goals
- shows you your achievements
- gives you tips to boost your activity

Did you know walking briskly, even for 1 minute, counts as exercise? take your first steps today!

