

THE CHESTNUTS NEWSLETTER

THE CHESTNUTS SURGERY



The Chestnuts Surgery
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**Your Surgery—Your Health—
Our Service
“A Caring Partnership”**

Find us on the Internet at
www.thechestnutssurgery.co.uk

Your Surgery Consulting Hours...

Day	Morning	Type	Afternoon	Type
Mon	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Tue	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Wed	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Thu	08:30—09:00	Pre-Booked**	Closed	Closed
Thu	09:00—12:00	Open*	Closed	Closed
Fri	08:30—09:00	Pre-Booked**	15:30—17:30	Pre-Booked**
Fri	09:00—12:00	Open*		

* Patients for open surgery must arrive between 09:00 & 10:00am to be guaranteed an appointment the same day. Patients arriving between 10 and 12 will only be offered an appointment the same day if one is available.

** Pre-Booked appointments are bookable in practice or on-line

Preventing Flu...

Although it's summer you need to be prepared for flu season. Our flu clinic at The Chestnuts Surgery will run from September and dates will be posted closer to the time.

What is flu?

Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus. If you're at risk of complications from flu, make sure you have your annual flu vaccine.

How do I catch flu?:

The flu virus is contained in the millions of tiny droplets that come out of the nose and mouth

when someone who is infected coughs or sneezes. Anyone who breathes in the droplets can catch flu. You can also catch the virus by touching the surfaces that the droplets have landed on if you pick up the virus on your hands and then touch your nose or mouth.

Symptoms:

Some of the main symptoms of flu include:

- a high temperature (fever) of 38C (100.4F) or above
- tiredness and weakness
- a headache
- general aches and pains
- a dry, chesty cough

Flu can make you feel so exhausted and unwell that you have to stay in bed and rest until you feel better.

Am I vulnerable to Flu?

Anyone can get flu, but it can be more serious for certain people, such as:

- people aged 65 or over
- people who have a serious medical condition (such as diabetes or asthma)
- pregnant women

For more information on if you are entitled to the Flu vaccination talk to your GP or visit the following website:
www.nhs.uk/flu

Carers Support

Are you cared for? Do you care for somebody? If you would like to know more about care support "Carers Information Support Service" is here to help with free of charge advice and information to anyone supporting a family member, friend or neighbour who is either; ill, frail, disabled has a mental health or substance misuse problem. You can contact

30 King Edward St, Hull
01482 222220
www.ciss.chcpic.org.uk
chcp.carersinfo@nhs.net

18 Wednesday Market, Beverley
0800 9176 844
www2.eastriding.gov.uk
Ecarers@eastriding.gov.uk

Contact your patient liaison officer,
Molly Wilde Via reception or by
email at:
chestnuts.chestnuts@nhs.net

SUMMER 2016

The Chestnuts Surgery

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Summer Safety...

Most of us welcome hot weather, but when it's too hot for too long there are health risks. If a heatwave hits this summer, make sure the hot weather doesn't harm you or anyone you know.

The main risks posed by a heatwave are:

- dehydration (not having enough water)
- overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- heat exhaustion
- heatstroke

Tips for coping with hot weather:

The following advice applies to everybody when it comes to keeping cool and comfortable and reducing

health risks:

- **Drink cold drinks regularly**, such as water and fruit juice. Avoid tea, coffee and alcohol.
- **Plan ahead** to make sure you have enough supplies, such as food, water and any medications you need.
- **Wear loose, cool clothing**, and a hat if you go outdoors.
- **Protect your eyes**. A day at the beach without proper eye protection can cause a temporary but painful burn to the surface of the eye, similar to sunburn.
- **Avoid the heat**. Stay out of the sun and don't go outside between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- **Regularly apply sunscreen**. Apply sunscreen 30 minutes before you go out and also just before you are going out.

For more tips on how to keep you and your family safe this summer visit www.nhs.uk/summerhealth

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Had trouble booking an appointment lately?

May 2016

78 appointments were lost due to patients not attending pre-booked appointments. **This equates to 1010 minutes / 17 hours / 2 days** of clinical time lost in one month

April 2015 - March 2016

781 appointments were lost due to patients not attending pre-booked appointments. **This equates to 10,579 minutes / 176 hours / 24 days** of clinical time lost this medical year.

Please let us know if you are unable to attend an appointment!

Our PPG is about implicating real, positive change within our community. The aims and work of our group depends entirely on local needs, but at the same time they all have the aim of making sure that our practice puts its patients care at the heart of everything it does.

PPGs have an increasingly important role to play in helping to give you, our patients, a say in the way services are delivered to best meet your needs, as well as the needs of the local community.

PPGs can help our GPs to develop a caring partnership with you, the patients. They can also help our GPs to communicate with individual patients, and the wider community about key health matters. They can also help to reduce costs and improve services by identifying changes that the practice may not have considered, allowing resources to

If you would like to join our PPG you can either ask for a form from our reception team, or alternatively, fill in and submit a form on our website, located on the patient participation group page.



when it's less urgent than 999

If you're planning to travel outside the UK, you may need to be vaccinated against some diseases found worldwide.

'As missed appointments have such a detrimental effect on the surgery each month, we have been forced to review patients who continuously miss appointments'

Travel Vaccinations...

Summer is here and we want to make sure you have the appropriate vaccinations to stay healthy on your travels. Although the Chestnuts Surgery does not offer a travel vaccine and advice service, we will however, provide and administer any vaccinations that are available free on the NHS as follows: Cholera, Hepatitis A, Hepatitis A+B combined, Measles Mumps Rubella combined (MMR), Tetanus Diphteria Polio combined and Typhoid.

If you require any of these NHS vaccines please let

the surgery know as we will prepare a prescription for the vaccinations required. Once the prescription is dispensed at the chemist it is your responsibility to bring it to the surgery so we can keep it in the vaccine fridge in order to maintain the vaccine temperature in the safe range (we call this the cold chain). If we don't receive the vaccine and maintain the cold chain we cannot administer the vaccine. You can then make an appointment via reception to receive your vaccinations.

Which vaccination do I need?

- For further information please visit the NHS Choices website and search Travel Vaccinations.

You should approach private travel vaccination providers if you require travel vaccinations that are not available on the NHS. Below is a list of some providers we are aware of:

- Newland Health Centre (01482492219)
- CityDoc - Hull (02037934434)

Missed Appointments...

As you may be aware, the NHS has and continues to experience numerous cuts in funding. Due to this, as a surgery we have come under increased pressure to best utilise our assets and clinical time.

With this in mind we cannot express the importance of letting the surgery know if you are unable to attend an appointment. As on average each month we lose out on 2-3 days of clinical

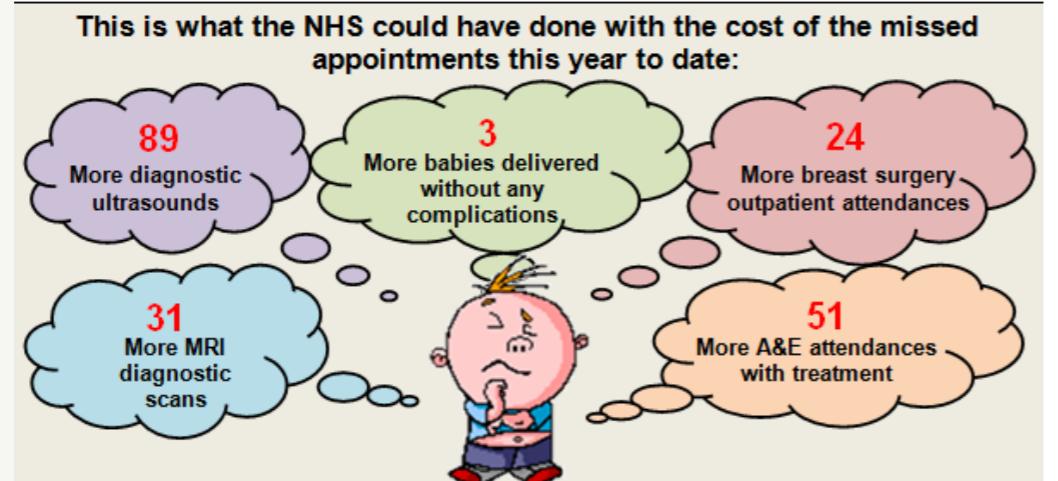
time at a cost of £1200. This not only effects the smooth running of the surgery, but also costs the NHS millions each year.

As missed appointments have such a detrimental effect on the surgery each month, we have been forced to review patients who continuously miss appointments without letting the surgery know before hand.

You can let the surgery know if you are unable to attend an appointment by phone on **01482 847250**, in person or via our website: www.thechestnutssurgery.co.uk

Patients who persistently miss appointments without letting us know risk being removed from our list.

Why Have I Experienced Delays with my Hospital Care?



Your Rights and Responsibilities...

Much of our information is about what you, as a patient, can expect from us here at The Chestnuts Surgery. But these rights come with responsibilities of your own. Our aim is to work closely with every patient within those rights and responsibilities to ensure the best possible outcomes for your healthcare.

You have the right to privacy and confidentiality of personal and medical information. To ensure this is done successfully, you have the responsibility to tell us about any changes to your circumstances so that the data we hold is accurate and up-to-date.

Whilst you have the right to be seen in a timed, routine appointment, it is also your responsibility to show the same respect and courtesy to our staff. This includes being considerate toward all staff here and not making unreasonable demands.

responsibility to attend on time or to let us know in advance if you cannot attend or no longer need an appointment so we can offer that appointment to another patient in need.

You have the right to access information held on computer, under the Data protection Act 1998, and in certain manual records. This applies to your health records. This, however, includes you ensuring information access is requested correctly - including giving consent to third parties acting on your behalf.

Asthma...

Asthma is a common, long-term or chronic, disease which is usually connected to allergic reactions or other forms of hypersensitivity. It affects the smaller airways of the lungs. From time to time the airways narrow in people who have asthma, resulting in breathing difficulties. Although serious, if asthma is cared for properly it can be kept under control.

Main symptoms of asthma:

- wheezing (a whistling sound when you breathe)
- shortness of breath
- a tight chest – which may feel like a band is tightening around it
- Coughing

Causes:

Asthma is caused by inflammation of airways. While the exact cause of this inflammation is unclear, it is likely to be a combination of factors. Some factors

are genetic, however environmental influences, such as air pollution, also play a key role in the development of asthma.

Triggers:

Asthma symptoms can have a range of triggers. For example:

ness it is key you have regular reviews with your GP. Also, if you have asthma, you may be advised to have a yearly flu jab to protect against flu, as getting flu may make your asthma more difficult to control.

If you have typical asthma symptoms, your GP will often be able to make a diagnosis.

They will want to know when the symptoms happen and how often, and if you have noticed anything that might trigger them. Your GP may also ask whether you have any allergic conditions such as eczema and hay fever, which often occur alongside asthma. Do not hesitate to make an appointment with any of the GPs here if you are worried about asthma.

For more information on living with asthma visit the following website: www.nhs.uk/asthma

"Our aim is to work closely with every patient to ensure the best possible outcomes for your healthcare."

In the UK, around 5.4 million people are currently receiving treatment for asthma.

That's the equivalent of 1 in every 12 adults and 1 in every 11 children.