



Dr Ruddell & Partners

www.drruddellandpartners.co.uk

Winter Newsletter

December 2019

Christmas & New Year – Practice Closures

The Practice will be closed over the Christmas and New Year period as follows:

- ❖ Wednesday 25 December 2019
- ❖ Thursday 26 December 2019
- ❖ Wednesday 1 January 2020

Please order your repeat prescription and have it dispensed by your pharmacist in good time to ensure you do not run out of your medicines when the surgery and pharmacy are closed.

If you have an urgent medical problem during the days that we are closed, you should contact the local Out of Hours organisation, LaganDoc (028 9260 2204).

Please remember a doctor is only available for emergencies on a Wednesday afternoon.

Repeat Prescription Orders 24 hours a day 7 days a week 52 weeks a year

On the Repeat Prescribing Line
(028 9260 4341)

Please allow 2 days after ordering for repeat prescriptions

Online via the Practice website
www.drruddellandpartners.co.uk
You need to register for our online repeat prescribing request and appointment booking services by contacting Reception.

Industrial action

The Practice has been contacted by the Health & Social Care Board regarding the disruption to health and social care services across Northern Ireland as a result of industrial action in relation to pay and staffing levels.

Where outpatient appointments have been cancelled, we have been asked to advise patients that the Trusts will contact patients directly in writing as soon as possible to reschedule. There is no need therefore for patients to contact the Trust.

For those patients that are anxious about future appointments, please go to the Trusts' websites for the most up-to-date information:
South Eastern Health and Social Care Trust - <http://www.setrust.hscni.net/4205.htm>

Surgery Appointments

All routine appointments are for 10 minutes only. Please keep this in mind to help smooth running of the clinic. You may be asked to make a further appointment if you have more than one problem to discuss.

Appointments are available from 8.30 am.

There are a number of **emergency appointments** available every day. These are for **5 minutes only**. The receptionist will ask the nature of the problem as this will help the doctor to prioritise the sickest patients first.

To avoid queuing to say you are here for your appointment, why not make use of the Self Check-In located at Reception. This is a quick and easy way to let us know you have arrived.

Patients who do not attend their booked appointment prevent other patients from being able to see a doctor. Please let us know as soon as possible if you are unable to keep your appointment.

Please switch off your mobile when consulting with your doctor or nurse.



Updating Your Personal Contact Details

Don't forget to let us know if you move house or change your telephone number. This is particularly important if your number is ex-directory or a mobile. We will need proof of your new address to update your details.

Voluntary Counselling Services

Aware Defeat Depression
Group meets Thurs pm Bridge Community Centre, Lisburn
info@aware-ni.com

Lifeline	080 8808 8000
Colin Counselling	028 9260 4347
Atlas Centre	028 9260 5806
For young people:	
Lenadoon	028 9060 0064

Emergencies

Lagandoc Out of Hours (6.00pm to 8.00 / 8.30am) 028 9260 2204.

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

Useful phone numbers

Age NI	028 9024 5729
CRUSE	028 9079 2419
Lisburn Travel Clinic	028 9250 1281
Parents Advice Centre	080 8801 0722
Relate	028 9032 3454
Women's Aid	028 9066 6049

Dementia Support

If you or a relative have already been diagnosed with dementia, advice and support is available from the Dementia Navigator Service. The Dementia Navigator for the Lisburn area can be contacted on 028 9250 1325.

Asthma Check-Up

If you have asthma, you may have symptoms that could be reduced with changes to your medication. If you use an inhaler regularly, it is important to have an annual check-up. **Children taking asthmatic medicines must be assessed annually as their inhalers may need to change as they grow.** Please book an appointment with our Practice Nurse and remember to bring your inhalers with you to your appointment.

Asthma information is also available from Asthma UK Advice line on 08457 010203 or at www.asthma.org.uk

Sexual Health

Did you know that you can have a sexual health check without the need for an intimate examination? Book an appointment with any GP or the Practice Nurse for a sexual health check.

Contraception Services

Contraceptive implants are fitted in the Practice by Dr Warke and Dr Hamilton. Contraceptive coils are fitted by Dr Hamilton. Please speak to the relevant doctor if you wish to have an implant or coil fitted.

Self-referral to Musculoskeletal Physiotherapy

There is a self-referral system to physiotherapy for over 16 year olds. You can complete a self-referral form online at <http://www.setrust.hscni.net/services/physioform.htm>

Carers Register

If you are the carer of a friend or relative and would like to know more about practical support available in this area, please ask at Reception.

Private Medicals

HGV/PSV medicals require advance notice and a double appointment with a GP. It is good practice to have the section about vision completed by your optician.

Home Visits

Home visits are for housebound patients only and must be received by the Practice before 12.00pm. A doctor will decide if a home visit is the most effective way of dealing with your request and will ring you back to discuss whether a visit is required.

Pregnancy

Women should have a vaccine from 16 weeks of pregnancy to protect their baby from whooping cough (also known as pertussis). This is best given between weeks 16 and 32 weeks of pregnancy but it can still help your baby to receive the vaccination after this period. Please contact the surgery to book an appointment with the Practice Nurse if this applies to you. Further information is available at www.nhs.uk/conditions/whooping-cough

Don't forget all women planning to become pregnant, as well as those in early pregnancy, should take folic acid. An over the counter preparation with folic acid and vitamin D is recommended.

If you are newly pregnant and wish to self-refer to the midwife, please ask at Reception for a booking form.

Travel Vaccinations

Contact the Travel Clinic in the Health Centre on 028 9250 1281. All appointments are booked by phone. There is an answering service if the phone is unattended and the messages are picked up every day. Please leave a daytime contact number and expect a return call from a 'withheld' number.

You should have your vaccinations at least 4 weeks prior to travel, so please contact them as soon as your trip is booked.

Falls Intervention

A Falls Intervention Service is available at Lagan Valley Hospital. Patients aged 65 years or over who have had a recent fall or have a fear of falling can self-refer to the service. A Falls Assessor will arrange to come to your home and assess your risk factors for falling, provide advice and may offer to refer you to other services if needed. Tel 028 9263 3705.

Did you know you can get some treatments free of charge from your local pharmacist?

Advice and treatment is available free of charge for sore throats, coughs and flu-like illness at your local pharmacy under a new Pharmacy First service. Just ask your pharmacist for further information.

A free smoking cessation service with nicotine replacement therapy and support is provided by the local pharmacies.

Hospital Test Results

Please contact your consultant's secretary regarding outstanding results of tests performed at the hospital.

Flu Vaccinations

Flu can be a very serious illness and the vaccine is highly recommended for patients who are:

- aged 65 years and over
- pregnant women
- pre-school children aged 2 years or more
- primary school children
- aged 6 months or over with heart, lung, kidney, liver, neurological disease, diabetes, impaired immunity
- in receipt of a carer's allowance or the carer of an elderly or disabled person

If you received an invite letter but have not yet been vaccinated, please book an appointment at Reception.

Next year's flu vaccination clinic is scheduled for Saturday, 17 October 2020.

Treatment Room / Blood Room

To book an appointment for the Treatment Room, please ring 028 9250 1337 - 12.30-12.45pm and 5.30-5.45pm except Wednesday 12.30-12.45pm. Alternatively, ask Reception to forward your telephone number for Treatment Room nursing staff to call you back.

To book an appointment for blood tests in the Treatment Room please contact Reception.

Samples for testing requested by a GP can be left in the yellow box outside Treatment Room 3. They must be clearly labelled with your details. Please do not leave any specimens without first speaking to a doctor.

Please note that for ear syringing, you need to make an appointment with your doctor first.

For test results, please avoid calling the surgery between 8.30am and 9.30 am. Test results are not given out on a Wednesday afternoon. Any queries regarding your results should be discussed with the doctor or nurse who requested them.

Dental Problems

If you have a dental problem, please contact your dentist.

A relief of dental pain service is available to anyone who requires emergency dental care. Wing F Outpatient Department Belfast City Hospital.

Monday to Friday 7.00pm to 9.15pm
Saturday, Sunday and Bank Holidays
10.00am to 12.15pm and 7.00pm to 9.15pm. Telephone 028 9063 8486.

Health Visitor

Contact details for our Health Visitors:
Tel: 028 9266 5181
Victoria Simpson xt 84329
Hazel Alexander Law xt 84306

School Exams

National guidance states that 'a medical certificate is not necessary when making an application for special consideration where a candidate misses an exam or their performance is affected by a temporary illness/injury. As long as the school/college supports the application for special consideration this is sufficient evidence'.

Practice News

Training

We are a training practice for medical students from Queen's University. Medical students frequently consult alongside the doctors. Please make the doctor aware if you do not wish to have a medical student in the consultation.

There are occasions when we are closed for staff and doctor training. This is organised by the Health & Social Care Board. We will be closed from 1.00pm on the following dates:



Thursday 30 January 2020
Thursday 30 April 2020
Wednesday 3 June 2020

Emergency medical cover will be provided by the local Out of Hours organisation, LaganDoc (028 9260 2204).





INFECTIONS

Do I need an antibiotic?



How long does it take to get better?

If you are normally well, your own immune system will usually start to clear up most common infections within a few days, without the need for antibiotics. However it may take a little bit longer for symptoms to clear completely. See below:

Sore Ear	 4 days
Sore Throat	 1 week
Cold	 1½ weeks
Sinusitis	 2½ weeks
Cough / Bronchitis	 3 weeks

Why should antibiotics not be used to treat coughs and colds?

All colds and most coughs and sore throats are caused by viruses. Antibiotics do not work against infections caused by viruses. Your doctor will only prescribe antibiotics when you need them, for example, for a kidney infection or pneumonia. By not using them unnecessarily, they are more likely to work when you need them.

How to treat yourself

Have plenty of rest.

Drink plenty of fluids to avoid feeling thirsty.

Ask your local pharmacist to recommend medicines to help your symptoms.

Fever is a sign the body is fighting the infection and usually gets better by itself in most cases.

Wash your hands well to help prevent spread of your infection.

When you should get help

1. If you develop a severe headache and are sick.
2. If your skin is very cold or has a strange colour, or you develop an unusual rash.
3. If you feel confused or have slurred speech or are very drowsy.
4. If you have difficulty breathing. Signs that suggest breathing problems can include:
 - o breathing quickly
 - o turning blue around the lips and the skin below the mouth
 - o skin between or above the ribs getting sucked or pulled in with every breath.
5. If you develop chest pain.
6. If you have difficulty swallowing or are drooling.
7. If you cough up blood.
8. If you are feeling a lot worse.

We would like to wish all our patients a happy Christmas and a healthy and peaceful New Year