Meadowbridge SURGERY

AUGUST 2023

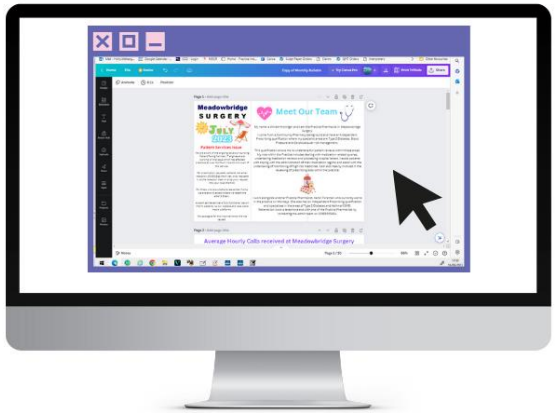
NEW WEBSITE LAYOUT

Our website has had a revamp!
Go to
www.meadowbridgesurgery.co.uk
to take a look at our new and improved site with all the same useful information regarding the practice, HSC updates and more.

SIGN UP TO RECEIVE OUR MONTHLY BULLETIN

GO TO

WWW.MEADOWBRIDGESURGERY.CO.UK



To register, select the link at the bottom our Home page and enter your email address.

PRACTICE STATISTICS FOR JULY 23

Incoming Telephone Calls; 9,871

Outgoing Telephone Calls; 6,132

Daily Triage Slots dealt with: 2,162

Hospital letters actioned: 2,032

Appointments booked in the Treatment Room: 1,138

Appointments booked and not attended; 156

Meet Our Team

WHO AM I?

I am Michelle and I am one of the Patient Services Team Supervisors at Meadowbridge Surgery.

My duties include; supporting the smooth, efficient and professional running of an office of 13 staff. I complete a variety of administration processes, mentoring of new staff, ongoing audit of work output and the provision of ongoing training for staff on new or updated IT systems. I am also in charge of the ordering of medical consumable and general office supplies.

BACKGROUND

I have worked at the Practice for around 5 years and have progressed within my role from being a general member of the admin team myself, to now being in a supervisory position. This allows me to mentor and support others using the experience I have gained in the challenging role of a patient services administrator.

I am looking forward to supporting the training and mentoring of students, who will be commencing a new medical admin OCN level 2 course, being introduced at NRC from September 23. These students will be working within our team 2 days a week to learn and gain experience on the job.

WHAT I DO

I also take part in weekly admin team meeting, where we share what has gone well, discuss any challenges faced and learn about any new initiatives or campaigns that we can then use in the day to day provision of services to our patients.

I work Monday to Friday in the mornings and look forward to advancing my career within the practice in the incoming years.

I love working alongside our varied team of healthcare professionals and office administrators and especially enjoy engaging with our patients and endeavoring to help with all queries which come my way.

Practice Closure

The practice will be closed on Monday 28th August and will re open on Tuesday 29th August.

Please ensure medications are ordered in a timely manner to allow 72hrs delivery time to your nominated pharmacy.

Patients can order medications up to 1 week in advance.

If you require medical assistance during the practice closure, contact Dalriada Urgent Care on 02825 663 500

To register for Patient Facing Services, simply email your request to reception.z00382@gp.hscni.net with your full name, date of birth and address and we will send you a registration token with all the instructions you need.

60.92% of patients registered at the surgery are registered for patient services meaning 5,591 out of 9177 patients are registered and are using the service.

Registering for online patient services allows for better telephone access for those who do not have internet access or are not IT literate.

Users of the service can request prescriptions, request daily triages until capacity is full and send non urgent instant messages.

Patient Facing Changes to Patient Services (England, Scotland and Northern Ireland)

The patient facing online aspects of Patient Services (England, Scotland and Northern Ireland) have been updated.

This release includes the following:
Log in - There is now a single combined Welcome and Log in screen for patients, simplifying and speeding up their logging in process.

Forgotten Username/Password - If a patient has forgotten either their username or password, they can select ''Need help accessing your account?'' to request a reminder (username) or reset option (password).

My Medical Summary - A patient's Immunisation records now display alongside their Allergies and Medication.

Google reCAPTCHA - Your patients must now confirm they are not a robot on several screens.

THE LITTLE ORANGE BOOK

Chicken pox

SELF CARE | **7 DAYS USUAL LENGTH OF ILLNESS** | **Y N OFF NURSERY OR SCHOOL?**

Stay off school /nursery until all the spots have crusted over (5–7 days).

- Chicken pox starts as a flu-like illness for a few days before the rash appears.
- The rash begins with small, itchy red spots, which become very itchy blisters after about 12 hours.
- After another 1-2 days, the blisters go cloudy and start to dry and crust over.
- New spots can keep appearing for 3-5 days after the rash begins.
- After 1-2 weeks, the crusting skin will fall off naturally.
- To help symptoms:

For itchy skin: Apply calamine lotion, cooling gels (available in pharmacies and supermarkets). You can also use a handful of bicarbonate of soda in a luke-warm bath. Keep your childs nails short. An antihistamine medicine from the pharmacy can also lessen the itching.

For fever: If your child is unhappy with fever then use paracetamol at the recommended dose. **Avoid ibuprofen** as this can sometimes cause skin reactions in children with chicken pox. Never use aspirin.

- Chicken pox is highly infectious, (from 3 days before the rash begins until all spots have crusted over), so avoid contact with anyone with no known history of chicken pox themselves, new-born babies and anyone with a weak immune system, such as people who are having chemotherapy (a treatment for cancer) or taking daily steroid tablets.
- There is usually no need to see a doctor. Very occasionally chicken pox can cause more serious symptoms. If you are worried that your child is quite unwell (see traffic light chart on page 11), please contact your GP or 111.
- It is not advised to given ibuprofen for pain or fever if a child has chickenpox. Paracetamol is the preferred treatment option when pain/fever is causing distress.

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IF YOU'RE UNSURE, OR IF THE PROBLEM DOESN'T SETTLE, SPEAK TO YOUR HEALTH VISITOR OR GP

Our Practice Boundaries

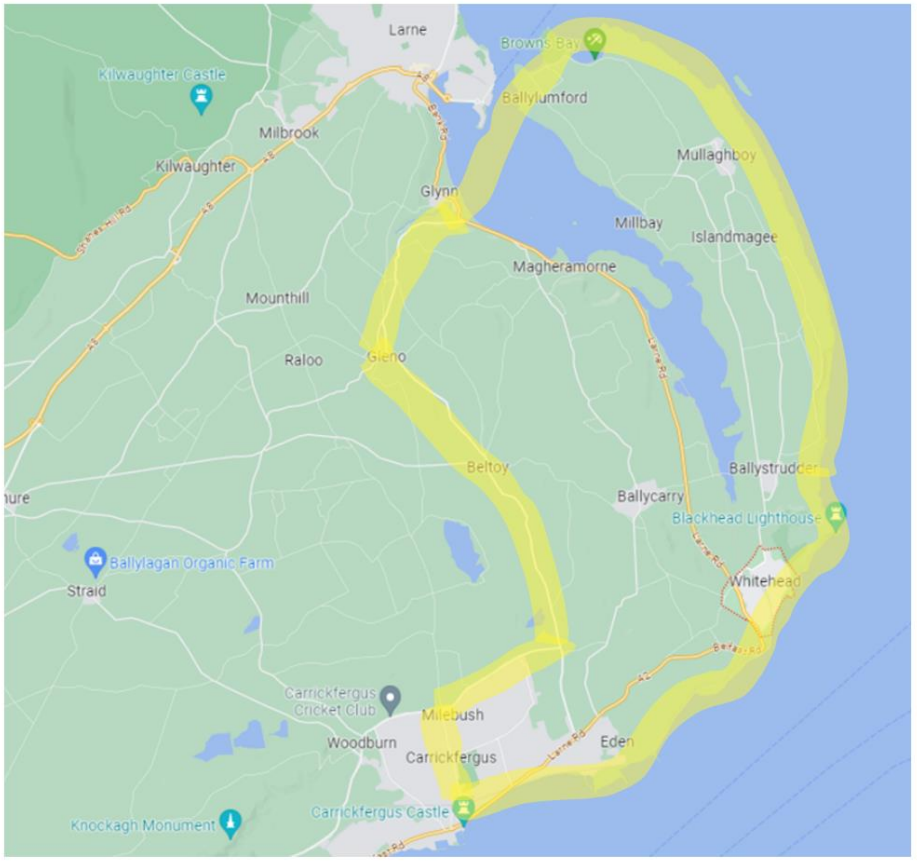
Meadowbridge Surgery has a total of 9,159 registered patients.

As outlined in yellow our boundaries cover Whitehead, Ballycarry, Carrickfergus and Islandmagee.

The boundaries cover the whole of Whitehead and Ballycarry.

Anything right of the North Road, Carrickfergus (if looking at the map) is covered. Any address to the left of the North Road is not included.

The boundary line travels up to Glyn, at which point the line crosses to Islandmagee. The whole of Islandmagee is included.



Those registered with the practice who move outside of our boundary must re register with a GP practice closer to their new address. Patient's have 30 days to re-register after a change of address.

COVID-19 Treatments- Accessing treatment elsewhere in the UK and Ireland

If you're away from home and travelling elsewhere in the UK and need to access COVID-19 treatments, find out how to below.

England

In England, contact the nearest GP, or Out of Hours GP service via NHS 111 to allow you to access treatment within the recommended time.

Wales

In Wales, contact the nearest GP, or Out of Hours GP service via NHS 111 to allow you to access treatment within the recommended time.

Further information is available at:

Antiviral services across Wales - Welsh Medicines Advice Service(external link opens in a new window / tab)

Scotland

If you are visiting Scotland and need access to COVID-19 treatments, you should contact the nearest Health Board to be assessed for your eligibility to access treatment.

The Health Board single point of contact details are available on the NHS Inform website(external link opens in a new window / tab).

If you need access to COVID-19 treatment out of hours, you should still use the Health Board single point of contact phone numbers on the NHS Inform website.

In some instances, you may reach an answering machine and be asked to leave a message. If so, you will receive a call back from the relevant Health Board.

Health Board contact numbers are not for use if you're seeking urgent medical advice or have a general health query.

Republic of Ireland

If you are travelling to the Republic of Ireland, you can access treatment by contacting the nearest GP, who can prescribe treatment for you in the same way to that available for their own patients.

WORLD BREAST FEEDING WEEK

Ahead of World Breastfeeding Week on Tuesday 1 August, the PHA is highlighting the importance of supporting breastfeeding mothers at every stage of their journey by showcasing the experience of breastfeeding mums and speaking to those who have supported them on their journey.

In the new video series, PHA speaks to five breastfeeding mothers and their support network to share their experience and discuss what helped them continue breastfeeding for longer.

Stay tuned to PHA social media pages during World Breastfeeding Week to watch the new video series.

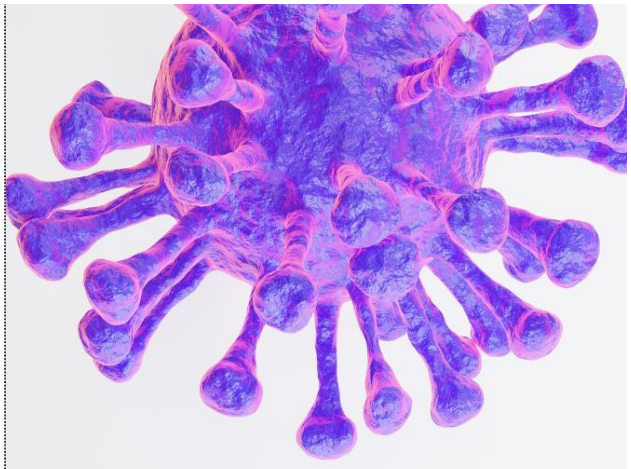
World Breastfeeding Week also coincides with Breastival 2023, a unique, award-winning festival which aims to support, normalise and celebrate breastfeeding as part of everyday life in Northern Ireland. There are various events running throughout the week and tickets are available at www.pha.site/breastival

PUBLIC HEALTH INFORMATION

With more families enjoying the outdoors and nature over the summer the PHA is reminding the public not to touch dead birds.

Find out more about avian influenza at: pha.site/avianinfluenza

If you find dead waterfowl (swans, geese or ducks) or other dead wild birds, such as gulls or birds of prey, you can report them using the DAERA Dead Wild Bird Online Reporting Tool.



Measles

Know the Symptoms and get protected

Measles can be a serious infection that can lead to complications, especially in young children & those with weakened immune systems.

If you're planning on travelling abroad this summer, make sure you and your loved ones are up to date with vaccinations like the MMR if you're travelling to countries where measles is common.

Find out more about the MMR and measles symptoms at www.pha.site/MMR-measles

CERVICAL SCREENING AWARENESS

Cervical Screening Awareness Week was marked at the end of last month (19-25 June) during this week the PHA was highlighting the importance of attending cervical screening tests when invited.

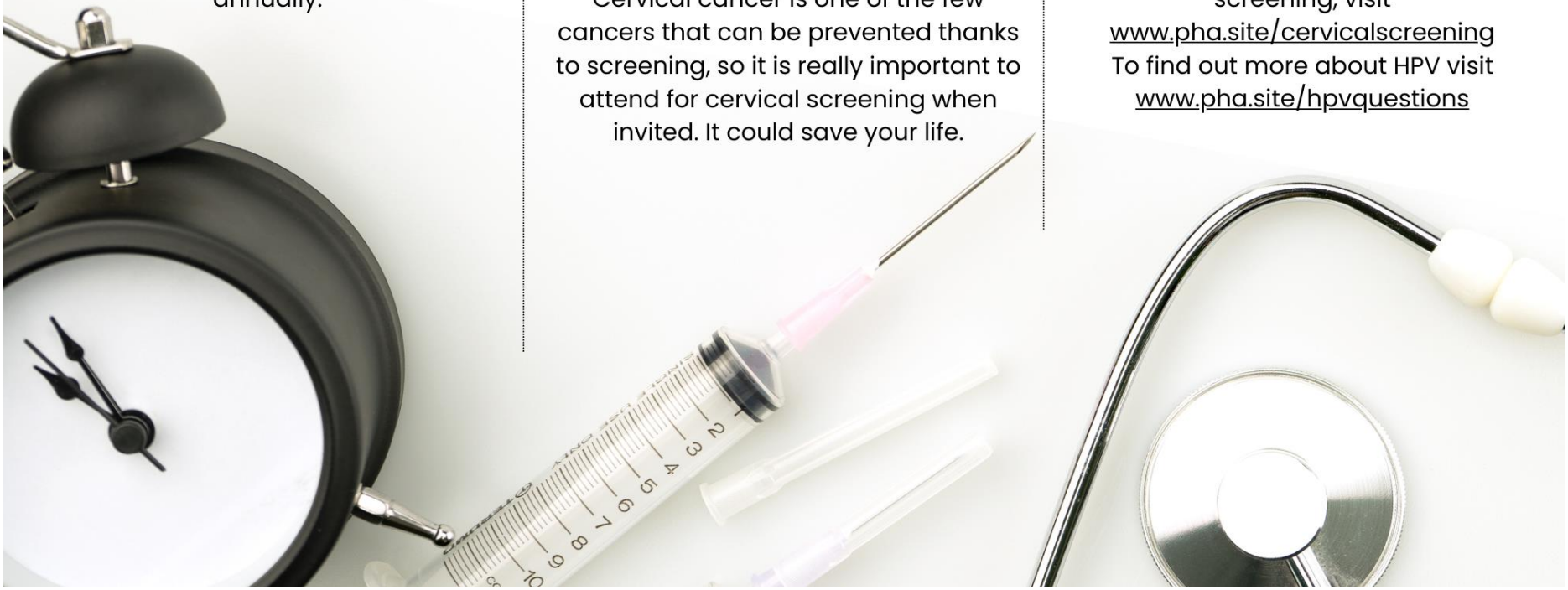
Between 2016 and 2020 in Northern Ireland, there was an average of 81 people diagnosed with cervical cancer each year, and around 21 deaths annually.

The screening test (often known as a 'smear test') looks for abnormal changes in the cells that line the cervix, the lower part of the womb.

These abnormal changes may go on to develop into cancer if left untreated. The screening is designed to pick up any changes to these cells so that they can be monitored or treated.

Cervical cancer is one of the few cancers that can be prevented thanks to screening, so it is really important to attend for cervical screening when invited. It could save your life.

In Northern Ireland, cervical screening is available to women and other people with a cervix aged 25–64.

This is the age group where screening is of most benefit. Screening is offered every three years if you are aged 25–49, and every five years if you are aged 50–64.

For information about cervical screening, visit
www.pha.site/cervicalscreening
To find out more about HPV visit
www.pha.site/hpvquestions