

# Jubilee Medical Group

## December Newsletter 2017

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## CHRISTMAS AND NEW YEAR OPENING

<b>Monday 25<sup>th</sup> December</b>	<b>CLOSED</b>
<b>Tuesday 26<sup>th</sup> December</b>	<b>CLOSED</b>
<b>Wednesday 27<sup>th</sup> December</b>	OPEN AS USUAL Kent House surgery: 07:15-18:30 New Ash Green surgery: 08:15-18:30
<b>Thursday 28<sup>th</sup> December</b>	OPEN AS USUAL Kent House surgery: 07:15-18:30 New Ash Green surgery: 08:15-18:30
<b>Friday 29<sup>th</sup> December</b>	OPEN AS USUAL Kent House surgery: 08:15-18:30 New Ash Green surgery: 08:15-18:30
<b>Saturday 30<sup>th</sup> December and Sunday 31<sup>st</sup> December</b>	<b>CLOSED</b>
<b>Monday 1<sup>st</sup> January 2018</b>	<b>CLOSED</b>
<b>From Tuesday 2<sup>nd</sup> January 2018 onwards</b>	OPEN AS USUAL

### WHEN WE ARE CLOSED?

#### Other sources of help for urgent problems

#### **NHS 111**

This service is open 24 hours a day, 7 days a week. They can offer advice on management of minor ailments and signpost you to the most appropriate source of help for your problem. If you need to see a GP out of hours, you need to phone this number. You will be assessed and offered an appointment if it is necessary.

#### **NHS Choices ([www.nhs.uk](http://www.nhs.uk))**

Useful information on the self-management of minor injuries and illnesses, including when you should see a doctor.

#### **Community pharmacists**

They have training and experience in the management of minor ailments. They will be happy to advise you on what you can take and will suggest you see a GP if they feel this is appropriate.

#### **Walk in Centre – White Horse Surgery, Northfleet DA11 8BZ**

See patients between 8am and 8pm. You have to turn up and register at reception, then sit and wait. They will not accept any more patients if they will not be seen by 8pm, so sometimes the latest time you can arrive is 6pm or earlier if they are very busy. They will not deal with request for routine blood

tests, x-rays or referrals but will only do these if it is an emergency. They will also only dispense one week emergency prescriptions if you have run out.

**Urgent Care Centres: Queen Mary's Hospital Sidcup, Erith and District Hospital DA14 6LT  
Tel 0208 308 5611**

Queen Mary's UCC is open 24 hours a day, 7 days a week and is intended for people (over 1 year) who have an urgent but not life threatening illness or injury.

Erith UCC is open 8am to 10pm, 7 days a week and also treats people over 1 year old.

**Minor Injuries Unit, Gravesend DA11 0DG.**

This is open 8am to 8pm every day.

**Accident and Emergency, Darent Valley Hospital .**

This department is open 24 hours a day, 365 days a year. It is a service intending to treat people with conditions that need urgent assessment and treatment. Please do not use the emergency department for anything else.

**Emergency Dentist – emergency advice or help in finding your local Kent Dental Service  
please call 01634 890300**

**Social Services Emergency Line – call 03000 419 191 and ask to speak to the duty officer**

**Samaritans - 116 123**

<b>CONTACT DETAILS:</b>		
White Horse Walk in Centre Vale Road Northfleet DA11 8BZ 0300 0300 300	Minor Injuries Unit Gravesham Community Hospital Bath Street Gravesend DA11 0DG 01474 360816	Urgent Care Centre Queen Mary's Hospital Frognall Avenue Sidcup DA14 6LT 0208 308 5611
Urgent Care Centre Erith and District Hospital Park Crescent Erith DA8 3EE 01322 356116	A&E Darent Valley Hospital Darenth Wood Road Dartford Kent DA2 8DA Switchboard: 01322 428100.	

## **NEW DOCTORS**

**The practice welcomes two new doctors who have joined our team:**

**Dr Julie Bover**

**Dr Reena Panigrahi.**

### **DNA's (Did not attend)**

Each month, on average, 360 appointments are lost because people don't turn up. If these appointments were cancelled in a timely manner, then other patients could make use of them. We recognise that sometimes people do honestly forget, but there are a number of 'frequent offenders' and it is particularly frustrating when patients given an emergency on-the-day appointment do not turn up. There is no excuse for forgetting in this case.

### How can I help?

- Make a careful note of when and where your appointment is. Receptionists can give you an appointment slip if you make the appointment in person.
- If you are unable to attend, please let us know as soon as possible.
  - If you are registered for online services, you can cancel your appointment online.
  - Call reception. There is a menu option available to cancel your appointment.
  - Make sure we have your up to date mobile number. We will text you a reminder the day before a doctor appointment and you can cancel your appointment by return of text.

## AM I AT THE RIGHT SURGERY?

We are aware that our text messaging service is unhelpful as it does not provide your appointment location.

Unfortunately this is because our current Appointments system is not technically able to provide site location information to feed into either the automated check-in or text reminder systems.

We know this is frustrating, but regrettably this situation will not change until such time as the clinical system is upgraded by our NHS IT providers.

Ways you can help:

- Our Reception staff will do their best to ensure you are made aware of the location of your appointment at the time of booking and, if you book in person, will usually write the location on the label they provide you with. Ask the Receptionist to write the location on your label.
- For patients making appointments via the telephone, staff will usually emphasise this, but please make sure you double-check the location at the end of the call.
- For patients making on-line appointment bookings please write down the details for your own reference
- Our automated check-in screen at Kent House surgery displays a reminder message above the screen to remind you to check you are at the right location.
- Another means of checking is by looking at the Staff 'In and Out' boards located in each Waiting Room which show which clinical staff are on site that morning or afternoon. Assuming you know the name of the Doctor or Nurse you are seeing, you can see if their name is displayed. If you don't see them listed then you should enquire at Reception.

## ANNUAL FLU VACCINATION

**Annual flu vaccination is still available from the surgery for eligible patients. You are reminded to have your flu jab by the end of December to ensure you are adequately protected during peak flu season.**

## You are eligible to receive a free flu jab if you

- are 65 years of age or over
- are pregnant
- have certain medical conditions, such as: asthma, COPD, heart failure, chronic kidney disease, chronic liver disease, chronic neurological conditions, diabetes, HIV, Aids, Sickle cell
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

***If you are unsure whether or not you are eligible for a 'free' flu vaccination, then please ask us.***

***If you are Housebound please telephone Reception and your name will be placed on a list for home vaccination.***

## Children

All children aged 2 and 3 will be eligible to receive the flu vaccination at the surgery. This is called **Fluenz** which is given via a nasal spray. This is **not** an injection.

*Please note: Children in Reception Year or in school years 1,2, 3 & 4 will be vaccinated in school.*

## KEEPING WELL IN WINTER

**Follow these simple tips to keep warm and safe this winter.**

1. Wrap up warm. Dress in layers and wear a hat, gloves and scarf.
2. Keep the cold out.
3. Don't use alcohol to keep warm.
4. Check your heating.
5. Maintain the temperature.
6. Have warming food and drinks.
7. Stay active.
8. Check what you support you can get

Other advice is available from **NHS Choices** ([www.nhs.uk](http://www.nhs.uk))

## WHAT SHOULD I KEEP IN MY FIRST AID KIT?

It's important to have a well-stocked first aid kit in your home so you can deal with minor accidents and injuries. Your first aid kit should be locked and kept in a cool, dry place out of the reach of children. Many people also keep a small first aid kit in their car for emergencies.

### Your basic first aid kit

A basic first aid kit may contain:

- plasters in a variety of different sizes and shapes
- small, medium and large sterile gauze dressings
- at least two sterile eye dressings

- triangular bandages
- crêpe rolled bandages
- safety pins
- disposable sterile gloves
- tweezers, scissors
- alcohol-free cleansing wipes
- sticky tape
- thermometer (preferably digital)
- skin rash cream, such as hydrocortisone or calendula
- cream or spray to relieve insect bites and stings
- antiseptic cream
- painkillers such as paracetamol (or infant paracetamol for children), aspirin (not to be given to children under 16), or ibuprofen
- cough medicine
- antihistamine tablets
- distilled water for cleaning wounds
- eye wash and eye bath

It may also be useful to keep a basic first aid manual or instruction booklet with your first aid kit. Medicines should be checked regularly to make sure they are within their use-by dates.

## UPDATING YOUR PERSONAL DETAILS

If any of your personal contact details change then let us know. Where possible we need the following information:

Full address

Telephone numbers – mobile and landline

Email address.

Ask at Reception for a form to advise us of any changes.

### **SOMETIMES THE BEST PRESCRIPTION IS NO PRESCRIPTION.**

**There may be times when the doctor does not feel it is necessary to give you a prescription for anti-biotics:**

- Antibiotics are medicines that fight (or prevent) infections caused by bacteria, certain parasites and some types of fungus. Antibiotics **cannot** fight infections caused by viruses (which include most coughs and colds).

- Antibiotics are usually taken by mouth, but can sometimes be given into a vein (intravenous), into a muscle (intramuscular) or applied to the skin (topical).
- Antibiotics work by killing bacteria and/or preventing their growth.
- Different types of antibiotics treat different kinds of infection.
- Colds and most coughs are caused by viruses not bacteria, so antibiotics will not help.
- If you take antibiotics when you don't need them, they may lose their ability to kill bacteria.
- Antibiotic resistance is growing. If the bacteria keep "overpowering" the medicines we have, we may run out of ways to kill these bacteria. Antibiotic resistance occurs when an antibiotic has lost its ability to effectively control or kill bacterial growth and so the bacteria continue to multiply even in the presence of an antibiotic.
- Antibiotic-resistant bacteria can cause serious infections and can be spread to others in your family.

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If you have any suggestions on what information you would like to see available on our page then please do let us know.

Follow us on our website: [www.longfield-newwashgreen-surgeries.co.uk](http://www.longfield-newwashgreen-surgeries.co.uk)

*A Merry Christmas To Everyone*

