



Our Mission Statement:  
"Optimum health in our  
community: equal access  
for all."

Northwick Road Pilning South Gloucestershire

Newsletter 8 - Autumn 2011

### **Surgery Refurbishment**

At last the changes to the surgery building are nearing completion, and the support group hopes that as you read this you will be able to enjoy the improvements which follow the spring and summer of construction work. We would like to offer our thanks to the surgery team for helping the patients through this disruptive time, not least the pharmacy staff who have 'camped out' in the car park for much of the summer. We trust that the updated treatment area and pharmacy will bring a new dimension to Pilning surgery visits.

### **Flu Clinic, Friday 7<sup>th</sup> October**

#### **Get the jab**

It's free and it's effective against the latest flu virus strains. Even if you've already had a flu jab, you need another one this year. The flu jab only protects you for a year. This is because the viruses that cause flu are always changing. Flu this winter will be different from flu last winter, so the vaccine will also be different to last year's.

#### **Ask for a flu jab appointment**

If you're 65 or over, or if you have any of the following problems (however old you are):

- a serious heart or chest complaint, including asthma,
- serious kidney disease,
- diabetes,
- lowered immunity due to disease or treatment such as steroid medication or cancer treatment, or
- if you have ever had a stroke.

We also advise you to have a flu jab if you have serious liver disease, multiple sclerosis (MS) or another degenerative disease of the central nervous system.

#### **Presentation on Life Saving Skills**

Clive Haddrell, Paramedic Advisor to the BBC's Saturday night mainstay, "Casualty", brought his expertise and a selection of fascinating tales to Pilning Village Hall on 9<sup>th</sup> June. The Life Saving Skills Evening was organised by the Support

Group, and gave an interesting insight into the life of a paramedic, and the opportunities for ordinary people to make a difference in emergency situations.

Donations, refreshments and sale of plants raised £104.36, which has been forwarded to Clive's chosen charity, NSPCC.

#### **Free NHS Health Check**

The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes and kidney disease. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions, will be invited (once every five years) to have a check to assess their risk of heart disease, stroke, kidney disease and diabetes and will be given support and advice to help them reduce or manage that risk. If you are outside the age range of 40 to 74 and concerned about your health, you should contact your GP.

## **Surgery Support Group**

We would like to thank Janet Green for her past contribution to the group, and wish her well for the future. The Support Group has welcomed a number of new members in the last twelve months, and is still interested in sharing group meetings with participants and or/observers from the patient list.

The government wants practices to have a patient group which is representative of the practice population. However, with the best will in the world working people or young mothers will not find it easy to attend our meetings. We propose that the practice seek email addresses of patients willing to join a virtual group. i.e. they will always be able to email us with ideas, suggestions and of course to help at events. In return we would mail them with information, as well as getting thoughts and feedback on certain issues. The government says a practice may not limit the number of members in a practice group by exclusion and a 'virtual group' would be a way of addressing that issue.

If you are interested in the 'virtual group', or would like to attend a meeting as a one-off opportunity please contact the Chair, Marilyn Harris, 01454 632792 or Sue

Broad, Practice Manager,  
01454 632802.

The next meeting will be at the Surgery at 15.00 p.m. on Thursday 1<sup>st</sup> September. Minutes of previous meetings can be found on the practice website.

## **Bank Holidays- Thank You**

Bank holidays are always a busy time for the surgery dispensers. We appreciate the help and understanding of those patients who give us a little more notice of their requirements in advance of bank holiday periods. Christmas and New Year will be the next holiday period so if your order falls due then, you might want to mark the calendar with a reminder in early December!

## **Some myths about Accident and Emergency services**

***Accident and Emergency is an alternative to your GP.***

**FALSE**

It is not appropriate to go to Accident and Emergency as an alternative to your GP.

***Calling 999 for an ambulance gets you to the top of the Accident and Emergency queue.***

**FALSE**

Patients are seen based on medical need, not who gets to the hospital first.

***All injuries need X-rays.***

**FALSE**

The doctor or nurse will be able to examine you and

assess whether an X-ray is appropriate or not. In many cases X-rays are not needed.

***Accident and Emergency doctors are more expert at dealing with medical problems than your GP.***

**FALSE**

Your GP is an expert in general medicine. Accident and Emergency doctors are specialists in accidents and emergencies.

***Taking pain relief before being seen by a doctor will mask the symptoms of the injury.***

**FALSE**

One of the first things that is often done by doctors is to give you a simple painkiller like paracetamol. It is quite safe to take these before you get medical advice. Taking pain relief to treat minor injuries is the best way to make you feel better quickly and is an effective treatment. Always follow the instructions on the packet or leaflet.

## **Surgery web-site**

To those with internet access please refer to the surgery web site - [www.pilningsurgery.co.uk](http://www.pilningsurgery.co.uk) - where you will find a lot of additional information relating both to the Practice and other supportive agencies and services that you can access in connection with your health and well-being. We welcome feedback on the site.