



COMBE COASTAL PRACTICE NEWS

Volume 2 Autumn 2017

Our Vision

'To improve and develop all that you value in General Practice, whilst working in a larger business structure in order to operate more effectively in the new NHS.'

CQC INSPECTION

Combe Coastal Practice will be subject to a scheduled CQC Inspection on Tuesday 26 September 2017.

Inspectors will be in Ilfracombe all day between 9am and 4pm. All surgery and nurse clinic sessions will run as normal for our patients, but we'd like to make you aware that inspectors may speak to you whilst you're in the waiting room and are very happy to listen to your feedback about the care provided to you by our teams.

FLU & YOU

A reminder to all patients in the **at risk groups** that we are now booking flu vaccinations at our dedicated clinics. Saturday 30 September 2017 is now full, with a further Saturday clinic scheduled for 14 October 2017 here in Ilfracombe.

A flu clinic is also available at our Combe Martin Branch Surgery on Wednesday 04 October and will run between 2 and 5pm

Special **Children's Flu Clinics** will run in Ilfracombe during the Half Term break on Wednesday 25 October between 2 and 4pm and Thursday 26 October between 4 and 5pm.

HALF DAY SURGERY CLOSURE

DATE FOR YOUR DIARY—all GP surgeries in North Devon will be closed for GP training on **Thursday 12 October 2017**. All of our surgeries will be closed from 12.30pm and will reopen on Friday 13 October 2017 at 8.30am as normal. Calls to the surgery during this time are diverted to the **Out of Hours Service** which can be reached by dialling 111. In a medical emergency dial 999

Contact Details—are your contact details up to date? Particularly your mobile number. From time to time we may need to contact you quickly and if your details are out of date it can mean there is a delay. Check your details with the receptionist the next time you're in the surgery or when you telephone to make an appointment



ARE YOU A CARER?

Carers are people who look after a relative, friend or partner who is ill, disabled, frail, has a mental health or substance misuse problem, without payment. Most of us will be a carer at some point in our lives. It is estimated that in the UK there are currently 6.53 million carers, around 1 in 10 of the population.

Adult carers are older than the general population, and people over 65 constitute one third of all carers providing more than 50 hours of care a week. Almost two thirds of cared aged 60 - 94 have a disability or long term health problem.

83% of carers say that caring has had a negative effect on their physical health and 87% say that caring has had a negative effect on their mental health. Meanwhile two in five carers say they have put off treatment because of their caring responsibilities.

The 2001 Census indicated that there are 174,995 young people under the age of 18 who provide care; 13,029 of these provide care for 50 or more hours per week. Local services are important to carers.

SERVICES FOR DEVON CARERS:

Carer health and wellbeing checks - from GP practices and pharmacies, carer support workers and at special carers' events (see Devon Carers website for list of providers and advice on how to get a check <http://www.devoncarers.org.uk/>)

Devon Carers, a consortium of voluntary sector organisations, provides an extensive range of services for carers in Devon:

- a telephone helpline available Monday - Friday, 8am - 6pm, Saturday 9am - 1pm, call **03456 434 435**
- a regular newsletter
- a carer alert card
- support groups
- carers support staff
- carers assessment - by telephone and face-face
- carers health and wellbeing checks
- help to access time off from caring
- help when you, or the person you care for, are discharged from hospital and you do not have the help you need
- training in caring safely and self-care
- information and advice if you are thinking of giving up work or reducing your hours to care.



WE WANT YOU

Join up now & have your say



We would like to know how we can improve our service to you and we would welcome your thoughts about our surgery & staff.

To help us with this, we have a **Patient Participation Group** so that you can have your say, our members meet quarterly. We will ask members of this group some questions from time to time, such as what you think about our opening times or the quality of the care or service you receive. We will use various methods of contact (based on your preference) and will keep communication brief so it shouldn't take up too much of your time.

Have a look at the practices website to find out more: www.combecoastalpractice.co.uk

You can complete a sign up form online or ask for a leaflet at our reception desk - we look forward to meeting you at our next meeting in October 2017.

Welcome Back and Hello!

Dr James has returned from his long leave over the summer, and will be back doing his normal weeks surgeries from Monday 04 September 2017.

Dr James' patients were looked after during the summer by **Dr Dom Waddington**, who will be back to do some locum sessions for us in the coming weeks.

We have two new GP Registrars who are training with us **Dr Ruth Tyler** and **Dr Charlie Fox** they look forward to working with our patients and the various team members that work at Combe Coastal Practice.

Combe Coastal is on Facebook and our website has had a 'facelift'



Combe Coastal Practice launched a **Facebook** page in June 2016. We regularly post on this page with information about the practice and awareness weeks. We also post 'instant updates' if we have something important to tell you.

The **Combe Coastal Practice website** has also had a facelift recently and is regularly updated with news, opening times and information for our patients have a look at:

www.combecoastalpractice.co.uk

Self care is the best choice to treat common ailments and minor illnesses

NHS

If treatment is needed, a wide range of medications can be purchased from community pharmacies and supermarkets. These medications are usually cheaper than a prescription and you can get them without seeing your doctor.

<p>Hay fever</p>  <p>Antihistamine tablets and syrup; Steroid nasal sprays; Eye drops; Decongestants; Simple pain relief, e.g. paracetamol</p>	<p>Indigestion or heartburn</p>  <p>Antacid medicines and alginates reduce the symptoms of heartburn and relieve pain.</p>	<p>Pain</p>  <p>Simple pain relief, e.g. paracetamol and anti-inflammatory drugs, e.g. ibuprofen.</p>	<p>Coughs and colds</p>  <p>Simple pain relief, e.g. paracetamol or ibuprofen; Cough mixtures (may contain paracetamol); Cold remedies (may contain paracetamol); Decongestants.</p>	<p>Piles (Haemorrhoids) and constipation</p>  <p>Creams, ointments or suppositories can help soothe; Local anaesthetics may relieve pain, burning and itching; Laxatives can make it easier to go to the toilet and reduce straining.</p>
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Pharmacists are an expert source of advice and will use their professional judgement to decide with you what the best course of action is for your condition. Speak to a local pharmacist to get advice on the best treatment for your symptoms. Always read the patient information leaflet that is included with the medicine.

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

Self-care

Self-care is the best choice to treat minor illnesses and injuries. Be prepared for most common ailments by keeping a well-stocked medicine cabinet at home.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest. This could include treatment for the following:

Minor aches and pains, Minor sprains, sports injuries, grazed knee and scars

Coughs, colds, blocked noses, fevers and sore throat

Hangover

Other self-care conditions and supplies include:

Athlete's foot

Constipation, diarrhoea and haemorrhoids (piles)

Hayfever and allergies

Head lice (wet combing is recommended)

Indigestion remedies (for occasional use)

Mild acne and eczema

Skin rashes

Travel medicines

Speak to your local pharmacist to get advice on the best treatment for your symptoms. Go to:
<https://www.newdevonccg.nhs.uk/choose-the-right-nhs-service/pharmacy-101182>

For more information