



COMBE COASTAL PRACTICE NEWS

Volume 2 Winter 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.'

Urgent Medication Issues

Like many surgeries we take two to three working days to get your prescription requests issued. This gives us time to make adequate safety checks and ensure that we can maintain patient safety. We are getting an increasing number of patients requesting medication on the telephone or urgently due to a lack of simple planning by the patient. Such requests delay other patients medication requests and can increase errors.

Please follow these simple guidelines-

Repeat Prescriptions - To minimise the risk of any errors we only take **written** repeat prescription requests - **we do not accept requests by telephone.**

Please allow **2 working days** to get your prescription produced if handed into and collected from the surgery, or **3 working days** using a pharmacy service. Please always state clearly on your order form where you wish to collect the prescription from.

Electronic Prescribing Service (EPS) You no longer need to visit the surgery in order to collect your repeat prescription. Instead, your GP can send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from. Medicines can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive. Ask our reception team or your pharmacist about this service.

Repeat prescriptions can be obtained by:

Handing in the tear-off slip, with the required items ticked, to the surgery or to your local pharmacy

Posting your request slip with either a stamped self-addressed envelope or a message to say that it will be collected from the surgery

Sending a fax to the surgery : Ilfracombe 01271 866681, Combe Martin 01271 883821, Woolacombe 01271 870748

Using our on-line service SystemOnline via the practice website at

www.combecoastalpractice.co.uk

Don't wait until your medication runs out!

Self-Arrival Screen - At the main site in Ilfracombe we have a self check-in screen so that you can check-in for your appointments this is to reduce lengthy queues at reception. The screen is located in the main entrance lobby and patients are encouraged to use the screen to check themselves in for their appointment. The screens are very patient friendly with clear instructions for use. Give it a go and save time.

Change of Personal Details and Repeat Prescription Forms—can be found just inside the main front doors at Ilfracombe with a red post box to post these forms into.

This box is emptied regularly throughout the working day and will be actioned by the reception team. This avoids lengthy waits at the reception for all of our patients.

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.



DON'T' FORGET TO BOOK YOUR FLU JAB— ASK AT RECEPTION FOR AVAILABLE APPOINTMENTS NOW!

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 January 2018.

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. Don't forget to let the hospital know if you've changed your contact details they have a separate record for you to which we have no access.



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