

Littlewick Newsletter

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Pressing 5 for ring back - Would patients please note that it is not possible to use the BT “ringback” service when calling the surgery. We have asked BT to take this message off our phones however we are unsure as to how long it will take for the message to be taken off.



Mobile phone numbers - If you have a mobile phone please could you give the surgery your mobile phone number. If we ever need to contact you to cancel an appointment etc then it is always useful if we have your mobile number as generally if a doctor or nurse rings in sick we are only informed of this on the morning of the appointment day. This means that the majority of you are already at work and come straight for your appointment from work and so there is no way of us contacting you. We are not allowed to leave messages on answering machines due to confidentiality reasons.



Establishment of Teenage Health Check Clinics

We've recognised for some time that the health needs of our teenage population are not well met and a forum is needed for discussing concerns about drugs, alcohol, smoking and contraception etc. Our practice nurse, Debbie Watson is currently running clinics at the Littlewick Surgery. At the moment appointments are from 3:30 - 5:30 on a Monday and Tuesday and we are looking at holding some clinics during the school holiday periods. For an appointment please ring 01159 302521 and ask to book a 'teenage health check.' School leaver's boosters are also given in these appointments.

NHS Direct - NHS direct operates a 24 hour nurse advice and health information service, providing confidential information on-

- * Particular health concerns
- * Local healthcare services such as doctors, dentists or late night opening pharmacies.
- * Self help and support organisations.

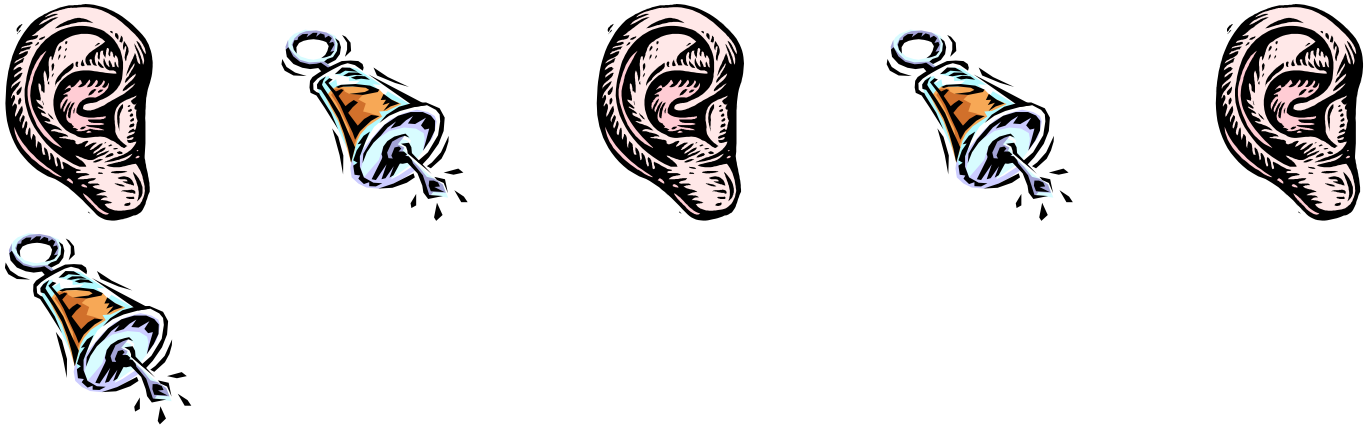
If you need health information day or night you may call NHS direct on 0845 4647 . They also operate a website which has a health encyclopaedia, best treatments website, self help guide and information about the NHS. The website address is:

www.nhsdirect.nhs.uk

Your appointment - If you are more than 15 minutes late for your appointment it is likely that you will be asked to re-book your appointment. All consultations with the doctor are 10 minutes long, and so if you have more than one issue, the doctor may not be able to deal with them all in one consultation, the doctor may ask you to arrange another appointment. This will reduce the chance of the doctor over running and making other patients wait longer than they should have to. Please can you make a separate appointment for each patient, an appointment is for one patient only.

Treatments for excessive ear wax

The simplest treatment is to use some drops of a wax solvent in your ear for a few days. Ear wax solvents are available from your Pharmacist and often are all that is needed to remove the wax. If use of an ear wax solvent should fail, your GP may decide to refer you to the nurses to have it syringed. Syringing of the ear is a simple, painless procedure. A jet of warm water is jetted into the ear canal to bring the impacted wax out. Before having your ears syringed, you should discuss any previous ear problems (like surgery or even the use of ear wax solvents) with your GP or Nurse. And, if you experience any pain during the syringing, tell the nurse immediately.



How to take care of your ears.

1. Never insert anything into your ear. Objects like matchsticks, hairpins, paperclips or even cotton buds can do serious damage. 2. Use an ear solvent when ear wax has built up or become impacted. 3. See your GP or Practice Nurse if the problem persists. 4. Tell your GP or Practice Nurse if there is a previous history of the problem or if you have had an ear operation or perforated ear drum in which case you may need an aural toilet. 5. Avoid prolonged exposure to loud noises or music. 6. Cover your ears if you are working in a dusty environment. 7. See your GP if you are worried about any problems with your hearing.

Prescription requests

Around the corner from the reception desk there is an area for you to order your repeat prescriptions. There is a white pot which is full of repeat prescription request slips and next to this pot there is a red box where you can post your prescription request. Please can you make sure you put your request in this red box and not in the white pot. Please can I also remind you all that it is your own responsibility to order all your medication on time. It takes 2 full working days to process a prescription request. We are unable to process your prescription on the same day you brought it in or the day after so please help us to help you by giving us adequate time to get it ready for you.



INR Patients

If you are a patient who regularly has blood taken to monitor your INR and are currently on the medication Warfarin, please note the following procedure for receiving your results. On the day that you have your blood test taken, please remain on the same dosage and then contact the surgery the following day after 4pm. E.g. Test on Monday (remain on the same dose) phone Tuesday after 4pm. This procedure enables the surgery staff to ensure that your result is received and dosed in time



