



LINDEN HALL SURGERY NEWPORT

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Newsletter December 2017

www.lindenhallsurgery.co.uk

Online Services - Patient Access

We offer online appointment booking and cancellation, ordering of repeat prescriptions and change of address. These services are provided through **Patient Access** which provides an appropriate secure link to the medical computer system.

To use these features you will need to ask our receptionists for a registration letter which details your log-in information, they will ask you to provide a form of photo ID such as a driver's licence or a passport to confirm your identity prior to issuing the registration letter.

We currently offer the facility for patients:

- to book, view, amend and cancel appointments online
- to order, view and print a list of repeat prescriptions
- to view information from their record, relating to medications, allergies and adverse reactions

Winter Pressures

With the colder weather approaching the surgery has been under increased pressure with appointments. Coughs and colds are common and cause an increased workload across the health system.

We will compile some advice on our website, but in the meantime it is worthwhile to use advice from recognised resources like <https://www.nhs.uk/Conditions/Pages/hub.aspx> for all conditions or <https://www.nhs.uk/conditions/common-cold/> for more specific advice.

To help the surgery with the increased workload and enable us to look after patients promptly when needed, we would like everyone to consider a few things:

- is the GP appointment necessary or can it be dealt with by a pharmacist? Minor complaints like athlete's foot, mild eczema, coughs and colds can be addressed by a pharmacist for example.
- request repeat prescriptions in good time before Christmas, avoid the busy days around Christmas.
- use new services like the **Prescribing POD** to order repeat prescriptions or **Patient Access** to order repeat prescriptions or book appointments.
- if you can't make an appointment, please cancel to allow other patients to use the allocated slot, this reduces wasted appointments. This can be done online with **Patient Access**.

Web Site

Have you had a look at our website recently? We have updated the site to keep it more up-to-date, providing information about the team, what we offer and allowing access to **Patient Access**, the latest newsletters and other information. Please have a look at:

<https://www.lindenhallsurgery.co.uk>

You can find opening times, **Family and Friends** questionnaires and phone numbers and much more.

Xray Department

The Xray department is working again as usual, receptionists can book appointments directly when requested by a doctor.

Christmas Opening Times

December:

Mon 25th closed
Tue 26th closed
Wed 27th 8:00 - 18:00
Thu 28th 8:00 - 18:00
Fri 29th 8:00 - 18:00

January:

Mon 1st closed
Tue 2nd normal

Muxton:

will be closed from
Mon 25th Dec to
Tue 2nd Jan



Common Cold:

A cold is a mild viral infection of the nose, throat, sinuses and upper airways. It's very common and usually clears up on its own within a week or two.

The main symptoms of a cold include: a sore throat, a blocked or runny nose, sneezing or a cough.

More severe symptoms, including a high temperature (fever), headache and aching muscles can also occur, although these tend to be associated more with flu.

What to do

There's no cure for a cold, but you can look after yourself at home by resting, drinking plenty of fluids and eating healthily, taking over-the-counter painkillers, such as paracetamol or ibuprofen, to reduce any fever or discomfort, using decongestant sprays or tablets to relieve a blocked nose, trying remedies such as gargling salt water and sucking on menthol sweets.

Many painkillers and decongestants are available from pharmacies without a prescription. They're generally safe for older children and adults to take, but might not be suitable for babies, young children, pregnant women, people with certain underlying health conditions, and those taking certain other medications. Speak to a pharmacist if you're unsure.

When to see your GP

If you or your child has a cold, there's usually no need to see your GP as it should clear within a week or two.

You only really need to contact your GP if:

- your symptoms persist for more than three weeks
- your symptoms get suddenly worse
- you have breathing difficulties
- you develop complications of a cold, such as chest pain or coughing up bloodstained mucus

It might also be a good idea to see your GP if you're concerned about your baby or an elderly person, or if you have a long-term illness such as a lung condition. You can also phone **NHS 111** for advice.



Changes in repeat prescription requests

From the 1st of January 2018 we will only be able to accept repeat prescription requests via the **POD** prescription service as described in the last newsletter or the **Patient Access**.

The first few weeks for **POD** were a bit difficult, there were technical problems with the phone lines at the CCG where the **POD** team is based. These have been resolved, new phone lines have been installed and the service is much more responsive now. Operational times have been extended to 6pm. Please try to avoid the usual busy times like Monday mornings or Friday afternoons.

The Prescribing Pod Service is available every week day between 8 am and 6pm.

Call NHS Prescription Ordering Direct (POD) on



01952 580350

Patient Access allows requesting repeat prescriptions through a link on **our website** or by using an easy to use *Apple* or *Android* mobile phone app, search for **Patient Access** in the AppStore.

HAPPY ANNIVERSARY !

One of our long-serving staff members have recently celebrated 30 years at the practice.

Please join us in thanking **Sister Ann Rhodes** for her hard work, dedication and commitment over the past 30 years.

Signposting

Our receptionists had training in signposting, which allows them to be more helpful in directing you to the right service for you.

This might mean that they will ask a few questions to find out what the problem is.

They will be able to advise whether you need to see a doctor or a nurse, but also inform you about other services like the Social Prescribing service run by the Local Authority, the Alzheimer society and other resources.

Opening Times

Newport:

Monday to Friday:
8:00 to 18:00

Muxton:

Monday to Friday:
8:00 to 17:00

Morning and Evening surgeries: (prebookable appointments only)

Mondays and Tuesdays 7:00 to 8:00

Tuesdays and Wednesdays until 20:20