



LINDEN HALL SURGERY NEWPORT

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Newsletter March 2018

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

Changes at Linden Hall

After working at Linden Hall Surgery for more than 20 years, Dr Roger Henderson has decided to hang up his stethoscope and retire from the practice at the end of March. He joined Dr Lisk and partners in 1996 and became senior partner when Dr Lisk retired.

During these years, the surgery went through various challenges, with doctors leaving and increasing workload. He has helped to make Linden Hall the successful modern family doctor practice it is today, which is still putting patient care at its centre.



His dedication, hard work and commitment to his patients has inspired many of the doctors who worked at the surgery.

He will be sorely missed, and all the team at Linden Hall would like to thank him for his work and commitment and wish him the best for the future.

We are pleased to have been able to employ Dr Thinzar Myint to work for us from the 1st of April 2018. Dr Myint was a ST3 registrar in her final training year at our surgery and qualified last year.

POD repeat prescribing service

Since September we have been using the NHS POD (Prescription Ordering Direct) service for repeat prescriptions. The POD service was challenged by technical problems with the phone system, which had led to some problems accessing the service. A new telephone system has now been installed and should remedy the problems. Please use POD for all repeat prescription requests by calling **01952 580350**.

Wound Care Service

We are proud to have been chosen to pilot a new wound care service for complex wounds at Newport. This is a new service that will be run by the tissue viability nurse team, who specialise in the care of chronic ulcers and wounds that need regular dressings and treatments. The service was developed as a project of the Newport Neighbourhood with both surgeries working together. It is planned to start from 1st April 2018 and will be based at the Newport Cottage Care Centre.

Newport Coffee Morning

The next coffee morning will be held on the **28th of April** at the Newport Cottage Care Centre. Several stalls will provide information about local services. Everyone welcome.



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.



Nurse Roles

Most nurses at Linden Hall run special clinics for patients with long term conditions.

These include conditions such as diabetes or heart problems.

Our lead nurse Sister Joy Blocksidge is our diabetic nurse. She deals with all aspects of diabetes, including blood results and advice on diet, medication and treatments. She also runs the Childhood Vaccination clinics.

Sister Ann Rhodes runs the respiratory clinic. This includes patients who suffer with asthma or COPD (chronic obstructive pulmonary disease), she will check on inhaler technique and perform spirometry, which assesses a patient's lung function.

Sister Stephanie Sudlow runs the IHD (ischaemic heart disease) clinics, reviewing patients who have angina, had a heart attack or have high blood pressure.

She also runs the sexual health clinics, advising on contraceptive methods.

Sister Katy Simon also runs Childhood Vaccination clinics.

Patient Questionnaires

We have run several patient feedback exercises in the past and plan to repeat this again in the next month or two. The Patient Participation Group is currently developing a new version of the questionnaire to include newer services like the POD or MJOG, the text message service.

This time we plan not only to hand out the questionnaires to patients at the surgery, but also to make them available on the website to enable patients who are not attending the surgery to leave their feedback. We will send out text messages when it is available, please also check on the website lindenallsurgery.co.uk. The findings will be published there as well.

Healthy Lifestyle Trainers

Health Trainers are available to all patients who would like to improve their lifestyle. They will do an initial assessment and can help with diet, stop smoking and exercise. They are also trained to support patients with arthritis and joint pains.

This service is available by self referral.

Please ring **01952 382582**.

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