

## REQUESTS BY TELEPHONE:

A polite reminder to patients that any requests for results must be phoned for **after 2pm** and any requests for a home visit must be made by **10am**.

## TRY NOT TO WORRY!

If you get a letter, message or call from us telling you to book an appointment with the doctor following a result, please try not to worry. Your doctor will have already looked at the result and deemed that your condition can be reviewed at their next available appointment, which may entail a wait to be seen.

Please be assured that we will always contact you urgently (often by telephone) should you need to be aware of any results which could be caused by a serious health problem.



## \*IMPORTANT NOTICE\*

As part of our plan to continue to provide a better service to our patients, we will now be offering evening and weekend GP and nurse appointments. These will commence from Monday 12<sup>th</sup> November 2018 – please check with reception for more information.

\*Please note however that these may not be within your usual practice or with your usual GP or nurse



## Evening and weekend appointments

Evening and weekend GP and nurse appointments are now available.

If you need more flexibility to see a health professional, you can now book an appointment in the evening or at the weekend. Appointments can be booked as normal with your usual GP practice, although you may be seen at a different surgery and not by your own GP.

## BLOOD RESULTS:

Please allow at least 5 **working days** for blood results to come through – this allows the Doctor to receive and review the results – and please always phone after 2pm for results.

## TESTS ARRANGED BY HOSPITAL

We are often asked about results, or actions on results of tests that have been arranged by the hospital. Patients should be aware that we do not automatically receive copies of results from the hospital, and that such results will always go to the doctor who organised the test in the first place.

This is in line with current guidance which states that the doctor requesting the test has the responsibility of ensuring that the result of such a test is acted upon. Therefore should you need hospital test results or have a query on what action is required, then please contact the hospital directly. They are obliged to answer your queries.

## VISIT US AT OUR WEBSITE:

We are constantly updating our website with useful information and links to external resources; you can also access information on booking/cancelling appointments and repeat prescriptions

## STAY WELL THIS WINTER

Stay well : Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
<p>Hangover. Cough. Colds. Graze. Small cuts. Sore throat.</p>	<p>Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.</p>	<p>Arthritis. Asthma. Back pain. Vomiting. Stomach ache.</p>	<p>Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.</p>	<p>Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.</p>
<p>Self-care is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	<p>Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&amp;E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	<p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	<p>Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	<p>A&amp;E or 999 are best used in an emergency for serious or life-threatening situations.</p>
<p><b>NHS 111</b></p>	<p>If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call <b>NHS 111</b>.</p>			<p>24 hours a day 7 days a week</p>
<p><b>NHS Choices</b></p>	<p>You can also access health advice and guidance or find your nearest service online through <b>NHS Choices</b>.</p>			<p>Visit <a href="http://www.nhs.uk">www.nhs.uk</a></p>

## FLU SEASON IS OFFICIALLY UPON US!

Flu vaccination is available every year on the NHS to adults and children at risk of flu and its complications.

Flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

Book in with the nurse, attend our Flu clinic or incorporate your flu jab with your GP appointment

## Who should get the flu vaccine?

The flu vaccine is routinely given on the NHS to:

- adults 65 and over (including adults over 18 at risk of flu)
- pregnant women
- children aged 2 and 3
- children in reception class and school years 1, 2, 3, 4 and 5
- children aged 2 to 17 years at risk of flu

## ZERO TOLERANCE BEHAVIOUR POLICY

The Practice has a policy of "zero tolerance" of verbal and physical violence towards GP's, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

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Churchwood Medical Practice



## FEVER IN CHILDREN:

**High temperature is very common in young children. The temperature usually returns to normal within 3 or 4 days.**

### Important

A normal temperature in babies and children is about 36.4C, but this can vary slightly from child to child.

A fever is a high temperature of 38C or more.

Fever is the body's natural response to fighting infections like coughs and colds. Many things can cause a high temperature in children, from common childhood illnesses like chickenpox and tonsillitis, to vaccinations.

### Checking a high temperature

Your child might:

- feel hotter than usual to the touch on their forehead, back or tummy
- feel sweaty or clammy
- have red cheeks

#### Do

- ✓ give them plenty of fluids
- ✓ look out for [signs of dehydration](#)
- ✓ give them food if they want it
- ✓ check on your child regularly during the night
- ✓ keep them at home
- ✓ give them paracetamol or ibuprofen if they're distressed or unwell

#### Don't

- ✗ do not undress your child or sponge them down to cool them - fever is a natural and healthy response to infection
- ✗ do not cover them up in too many clothes or bedclothes
- ✗ do not give aspirin to under 16s
- ✗ do not combine ibuprofen and paracetamol, unless your GP tells you to
- ✗ do not give paracetamol to a child under 2 months
- ✗ do not give ibuprofen to a child under 3 months or under 5kg
- ✗ do not give ibuprofen to children with asthma

#### Get an urgent GP appointment if your child:

- is under 3 months old and has a temperature of 38C or higher, or you think they have a fever
- is 3 to 6 months old and has a temperature of 39C or higher, or you think they have a fever
- has other signs of illness, such as a [rash](#), as well as a high temperature
- has a high temperature that's lasted for more than 5 days
- doesn't want to eat, or isn't their usual self and you're worried
- has a high temperature that doesn't come down with paracetamol or ibuprofen
- is showing [signs of dehydration](#) - such as nappies that aren't very wet, sunken eyes, and no tears when they're crying

Call NHS 111 at evenings and weekends

## ★ HEALTHY RECIPE OF THE MONTH: ★

A new feature we are including in the monthly newsletter to inspire our(elves) and our patients to keep on track this winter!

### Easy butter chicken

#### INGREDIENTS

500g skinless boneless chicken thighs

#### **For the marinade**

1 lemon, juiced  
2 tsp ground cumin  
2 tsp paprika

1-2 tsp hot chilli powder

200g natural yogurt

#### **For the curry**

2 tbsp vegetable oil  
1 large onion, chopped  
3 garlic cloves, crushed  
1 chilli, deseeded and finely chopped (optional)  
thumb-sized piece ginger, grated  
1 tsp garam masala  
2 tsp ground fenugreek  
3 tbsp tomato purée  
300ml chicken stock  
50g flaked almonds, toasted

#### **To serve (optional)**

cooked basmati rice  
naan bread  
mango chutney or lime pickle

#### INSTRUCTIONS

Place oil in a large pot and place over medium high heat. Add in onion, garlic and red pepper and sauté for 5-7 minutes, stirring frequently. Next add in ground turkey and break up the meat; cooking until no longer pink. Next add in chilli powder, cumin, oregano, cayenne pepper and salt; stir for about 20 seconds.

Next add in tomatoes, chicken broth, kidney beans and corn. Bring to a boil, then reduce heat and simmer for 30-45 minutes or until chili thickens and flavors come together. Taste and adjust seasonings and salt as necessary. Garnish with anything you'd like.

Makes approx 6 servings



**Kcal 367, Fat 18g, Saturates 3g,  
Carbs 12g, Sugars 10g, Fibre 3g,  
Protein 37g, Salt 0.6g**

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<http://www.churchwood-surgery.co.uk>

## WINNERS OF ESHT'S 'CLEAN CARE AWARD'

MacDonald Ward at Conquest Hospital, are the latest winners of the Infection Prevention and Control Team's 'Clean Care Award'.

Helen Tingley, Infection Control Nurse Specialist said: "The quarterly 'Clean Care Award' is awarded to clinical areas where outstanding infection prevention and control practice is evident. The teams were presented with a plaque and a certificate to mark their achievement.

"This quarter's winners have achieved all of the criteria. The award is a total team effort, and relies on all team members working together for the common goal of providing clean care and preventing avoidable infections. Congratulations to both teams for their commitment to providing excellent care."

The Infection Prevention and Control Team make this award quarterly and it is awarded to the ward, unit or department who has achieved a set criterion of:

- No preventable/avoidable infections
- 10 hand hygiene observations submitted each month
- Compliance with average monthly National Specifications for Cleanliness (NSC) audit scores
- Consistent attendance at the monthly Infection Control Link Facilitators meetings.

## TRUST WELCOMES 29 NEWLY QUALIFIED NURSES

Nineteen of the nurses undertook their training at the Trust, with the remaining ten having chosen to come and work at ESHT, after completing their training elsewhere. Vikki Carruth, Director of Nursing said: "I would warmly welcome our newly qualified nurses to the Trust, as they start their first job in what I hope will be a long and rewarding nursing career. I know they would have worked tremendously hard over the past three years to obtain their degree and deserve all their success. They have an exciting career ahead of them, I hope they enjoy the challenges and feel they are able to make a positive difference to our patients."

The Trust is also continuing with its international nurse recruitment programme, with 32 nurses from India and the Philippines due to join by July 2019.