

## 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.



We would like to take this opportunity to welcome **Dr Karen Skinner** and **Kalvinder Gahir** to the surgery!

Dr Karen Skinner joins us from Sidley surgery as a GP Partner and Clinical Lead from September.

As well as being a GP she has a specialist interest in Ophthalmology. She is a GP appraiser and senior appraiser, helping qualified GPs keep up to date in an exciting ever changing part of medicine.

Dr Skinner has two small children who take up most of her free time but enjoys travelling when time allows.

**Kalvinder Gahir** also joins us this month as a Clinical Pharmacist who will be able to provide advice regarding medication enquiries supporting both patients and clinical teams.

We sadly say goodbye to Dr Alison Shaw who has left us to join a surgery closer to home to spend more time with her young family. We wish her all the best!

## **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

[www.churchwood-surgery.co.uk](http://www.churchwood-surgery.co.uk)

## **A Polite Reminder... A&E – When and Why**

There is a current crisis in the NHS nationwide and locally with the amount A&E attendances for minor ailments so we thought we would use this months newsletter as a polite reminder:

### **What counts as an emergency?**

A&E departments are for patients with **serious and life-threatening conditions**.

If someone is obviously in danger – for example, they are experiencing chest pain, blacking out, bleeding, choking or the early symptoms of a stroke – they should be taken to hospital as quickly as possible.

Serious allergic reactions, severe burns, difficulty breathing or severe abdominal pain down one side are also all reasons to seek treatment at A&E and call an ambulance if necessary.

### **Should I call 999?**

Patients unsure whether they should go to A&E should avoid calling the emergency services, but call the NHS non-emergency number, 111, instead. A trained operator supported by nurses and paramedics asks questions about symptoms and can either call an ambulance or direct patients to their nearest out-of-hours doctor, urgent care centre or late-opening chemist if needed.

### **A pharmacist could help more than you think**

Diarrhoea, headache, a painful cough or a runny nose do not usually warrant a visit to A&E, and can be treated at home with over-the-counter medicines.

Pharmacists can advise on a range of conditions and are able to discuss health conditions confidentially without anything being noted in medical records, advises the NHS website.

**WHEN TO USE A&E**

- UNSTOPPABLE BLEEDING
- SEVERE chest pain or heart attack
- Severe burns
- UNCONSCIOUSNESS (sudden/violent movement of the body) or black-outs
- SEVERE breathing difficulties
- CHOKING
- SEVERE allergic reactions
- STROKE SYMPTOMS
  - Face (drooping)
  - Arms (weakness)
  - Speech (slurred)
  - Dizziness
  - Confusion
  - Blurred vision

**WHEN TO USE A WALK-IN CENTRE**

- MINOR eye injuries
- Cuts and bruises
- BITES AND STINGS
- SPRAINS AND STRAINS
- WOUND ASSESSMENT
- DISLOCATIONS
- Falls and minor head injuries
- MINOR burns and scalds

**WHEN TO USE A PHARMACIST**

- PAIN RELIEF
- DIARRHOEA
- Headache
- SKIN CONDITIONS
- COUGH
- HAYFEVER

## 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



## SEPSIS – Are you in the know?

Sepsis is a life-threatening illness caused by the body’s response to an infection. The body’s immune system protects from many illnesses and infections, but it’s also possible for it to go into overdrive in response to an infection. Sepsis develops when the chemicals the immune system releases into the bloodstream to fight an infection cause inflammation throughout the entire body instead. Without quick treatment, sepsis can lead to multiple organ failure and death.

In the UK each year 123,000 people are affected by Sepsis with 37,000 people killed by Sepsis. 70% of patients with sepsis come from their own home environment outside of the hospital.

Significant improvements in the recognition and promote treatment of sepsis has been made since April 2017:

- Inpatient screening compliance has increased from 4.2% in April 2017 to 83.6% April 2018
- Inpatients with red flags who received antibiotics within one hour increased from 0% in April 2017 to 91.7% April 2018
- Emergency department screening compliance increased from 68.8% in April 2017 to 92.5% April 2018
- Emergency department patients with red flags who received antibiotics within one hour increased from 74.1% in April 2017 to 100% April 2018
- Rolling 12 month Risk Adjusted Mortality Index (RAMI) decreased from 89 in April 2017 to 78 April 2018

Top tips to prevent Sepsis:

- Ensure that you adopt good hand hygiene practice – Wash hands thoroughly, particularly after using the toilet, before preparing/eating food, after coughing/sneezing, after contact with animals or when hands are physically dirty.
- Have vaccinations as recommended by your GP – Vaccinations help prepare our bodies for infections such as influenza, meningitis and pneumonia. Having these jabs may help to prevent further infection.
- Take antibiotics in accordance with your Doctor’s advice – If prescribed antibiotics for an infection, don’t stop taking them when you start to feel better, ensure you take the full course.
- Look after wounds and seek medical advice promptly if concerned – Use antiseptic cream and keep wounds covered to help prevent infection. If the pain worsens, there is redness/warmth to the surrounding skin or discharge from the wound, seek medical advice.



## Physical activity benefits for adults and older adults

- BENEFITS HEALTH**
- IMPROVES SLEEP**
- MAINTAINS HEALTHY WEIGHT**
- MANAGES STRESS**
- IMPROVES QUALITY OF LIFE**

REDUCES YOUR CHANCE OF

Type II Diabetes	<b>-40%</b>
Cardiovascular Disease	<b>-35%</b>
Falls, Depression and Dementia	<b>-30%</b>
Joint and Back Pain	<b>-25%</b>
Cancers (Colon and Breast)	<b>-20%</b>

## What should you do?

For a healthy heart and mind

To keep your muscles, bones and joints strong

To reduce your chance of falls

Be Active		Sit Less	Build Strength	Improve Balance
<b>VIGOROUS</b>	<b>MODERATE</b>			
RUN	WALK	TV	GYM	DANCE
SPORT	CYCLE	SOFA	YOGA	TAI CHI
STAIRS	SWIM	COMPUTER	CARRY BAGS	BOWLS

**MINUTES PER WEEK**

**75 OR 150**

**VIGOROUS INTENSITY**  
(BREATHING FAST  
DIFFICULTY TALKING)

**MODERATE INTENSITY**  
(INCREASED BREATHING  
ABLE TO TALK)

**OR A COMBINATION OF BOTH**

**BREAK UP SITTING TIME**

**2 DAYS PER WEEK**

Something is better than nothing.  
Start small and build up gradually:  
just 10 minutes at a time provides benefit.  
**MAKE A START TODAY: it's never too late!**

## Contacts:



Churchwood Medical  
Practice  
Tilebarn Road  
St.Leonards-On-Sea  
East Sussex, TN38  
9PA



Enquiries :  
01424 853888  
Appointments:  
01424 853999  
Fax:  
01424 850190  
Out of hours: 111



hrccg.churchwoodpractice  
@nhs.net



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

## Record numbers of people getting urgent NHS help over the phone

Dr Gareth Stuttard, national medical advisor for the NHS 111 service said: "Around 20,000 people every day find NHS 111 offers expert advice without the need to visit A&E.

"Over the long weekend, anyone in need of help for a life-threatening emergency can continue to get it at their A&E, but with 16 million people using NHS 111 in the past year alone, and the fact that more than half of all calls last month were dealt with by a health professional, there are safe alternatives to A&E for less severe issues.

"As part of the long-term plan for the health service, the NHS in England is rapidly expanding access to urgent and emergency care by increasing community services, investing in the most up to date technology and improving over the phone advice, which will mean more people get the right care, at the right time while reducing the pressure on ambulance and A&E services."

Members of the public called the NHS 111 service 1.4 million times last month, an increase of 8% compared with the same time last year. 38,000 people received help via the phone line each day last month, contributing to the total of 16 million calls to 111 in the past twelve months.

More than one in four people said they would have gone to A&E and 16% said they would have called an ambulance had 111 not been available.

People should continue to dial 999 in a medical emergency – when someone is seriously ill or injured and their life is at risk.

Health and Social Care Secretary, Matt Hancock, said: "Our fantastic NHS 111 clinicians and call handlers answer over a million calls every month, helping patients with on-the-spot advice and relieving pressure on A&Es.

"Later this year we will launch the new NHS app where patients will be able to get 111 advice on their smartphone as well as make GP appointments and order repeat prescriptions – revolutionising the way millions of us access healthcare as part of our long term plan to guarantee the future of the NHS."

## 8 out of 10 patients are positive about GPs says new national survey

As the NHS treats more patients than ever before, a new nationwide survey shows the vast majority of people are positive about their GP care – with eight out of ten patients rating their overall experience of their GP surgery as good.

The survey also found that confidence and trust in GPs and healthcare professionals remains extremely high at 95.6%, and 93.5% of patients felt involved in decisions about their care and treatment, while 94.8% felt the healthcare professional met their needs.

**THE GP PATIENT SURVEY**

