



PORTISHEAD MEDICAL GROUP

Newsletter Autumn 2018

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Inspected and rated

Good



drinkaware.co.uk
for the facts about alcohol

Hello

Welcome to the latest newsletter. I am looking out at gorgeous autumnal colours which are a reflection of the long hot summer we enjoyed or endured depending on your situation. Hayfever was a big problem for many this year, even for those who do not usually have a problem. I hope the self help information in the last newsletter helped. Insect bites have been common and we will concentrate on the self management of these in this edition.

Our Patient Participation Group have asked me to explain our appointment system. The system has developed from successful changes and false starts over the years. It is not perfect, no system is, but we hope it balances continuity and access with sustainability as best it can with the resources we have.

Finally, I am going 'Almost sober for October', my take on the MacMillan Cancer Support Campaign. The benefits of cutting down or abstaining from alcohol are becoming clearer, year on year. Evidence suggest the younger generations are taking up the message and cutting back. It is my age-group and above who have normalized drinking to the extent we regard it as safe or even beneficial. It is not. The BBC2 documentary by TV presenter Adrian Chiles titled 'Drinkers Like Me' is a sobering watch and well recommended if you can find clips on the internet. See the drinkaware website for more information about tips to cut down.

Appointment System

As an average, 50% of GP appointments can be booked up to a month in advance. This includes telephone calls. Evening and Saturday morning appointments are pre-bookable only. The remaining slots are released at 8am on the day of the appointment. Appointment ratios may vary depending on demand and doctor availability.

Our Advanced Nurse Practitioners have more book on the day appointments and as a result see mostly urgent problems.

Each day we have an On-Call Duty team of 2 doctors. They see urgent patients that cannot be accommodated elsewhere in the system *and* cannot wait. They also do all visits. The on-call doctors do not see routine patients.

Online booking allows you to see all available appointments

Telephone calls can be an effective alternative to a face to face consultation. Please discuss with reception

Extended Hours

Every Tuesday and
Wednesday evening

6.30pm-8.00pm

+

One Saturday a month
9.00am-12.00am

Pre-bookable 15 min
appointments

Ask at reception

Community Connect—Drop in at the Health Centre

The Community Connect service provides support for people aged over 50 to stay connected, supported and active so that they can remain living independently at home for as long as they choose. It provides awareness of services and agencies as well as help to access them. A member of their team will be available in our waiting room on the **4th Wednesday of every month** between 10am and 12 noon. Please drop in to speak to them. Alternatively telephone 01275 888803 or pick up a leaflet in reception

SELF CARE— INSECT BITES

For the non-allergic, otherwise well individual, most insect bites can be managed easily with self care.

The majority do not become infected, even if they look quite dramatic, and do not need antibiotics.

Redness, swelling, heat and itch is caused by the bodies reaction to a bite or sting. Calming this reaction and clearing inflammation is key to treatment.

- Remove the sting or tick if it's still in the skin
- Wash the affected area with soap and water
- Apply a cold compress or an ice pack for at least 10 minutes. Repeat up to hourly
- Raise or elevate the affected area if possible, as this can help reduce swelling. (My top tip!)
- Take antihistamines
- Apply steroid creams to itchy lesions (hydrocortisone or eumovate— buy at Pharmacy)

When to speak to the Pharmacist or see a GP

- your symptoms don't start to improve within a few days or are getting worse
- a large area, *around 10cm or more*, around the bite becomes red and swollen
- you have symptoms of a wound infection, such as pus or increasing pain, swelling or redness
- you have symptoms of a more widespread infection, such as a fever, swollen glands and other flu-like symptoms

Congratulations to Mr and Mrs Timmis aka Dr Emily Lake and Dr Nick Timmis who have become proud parents once again

Welcome Henry

Born 31st August 2018

Elder sister Nancy is smitten



Art on the Walls

Thank you to pupils at Gordano School for the wonderful artwork in our waiting room and far corridor. The art is a GCSE project and reflects the Portishead environment. The pictures fill the space wonderfully and I personally thought we had purchased them before the source was revealed to me. They really are that good and well worth a wander down the corridor to admire. Art makes the health centre a calmer more relaxed place to work and be, so thank you to all those who have displayed work over the years.