

# LLWYNHENDY HEALTH CENTRE NEWSLETTER



## February 2018

### Winter Pressures – Access to our Service

GP Practices are no different to the hospital sector. We are all coming under pressure due to the increased demand for our services.

Health services in Wales are reaching crisis point and we are working with other practices in our area and linking to Welsh government programmes on Choose Well Pharmacy scheme.

Pharmacists are qualified to offer free confidential advice and treatment for a range of common ailments without having to make a GP appointment.

### Choose Pharmacy - Common Ailments Service

Choose Pharmacy is a new community pharmacy service intended to

- ✓ Encourage patients who would otherwise have visited a GP for a common ailment consultation to visit the pharmacy instead and
- ✓ Provide advice and where necessary treatment and promote self care.

Some of the areas they can provide advice on are:

- ✓ Indigestion, constipation diarrhoea or piles
- ✓ Head lice, teething, nappy rash, colic or threadworms
- ✓ Sore throat, cold sores, conjunctivitis, mouth ulcers or oral thrush
- ✓ Acne, dermatitis, scabies, verruca, vaginal thrush, ingrowing toenails and back pain.

You can obtain more information from any pharmacy or our team of reception staff.

### Choose Well

We are asking members of the public to reflect on how and who they contact for advice.

Choose Well will help you decide if you need medical attention if you get sick. It explains what each NHS service does, and when it should be used. Choosing Well means that you and your family will get the best treatment. It also allows busy NHS services to help the people who need them most.

Can you take care of yourself?

Do you need local NHS Services?

- ✓ Pharmacy
- ✓ GP
- ✓ Optician
- ✓ Dentist
- ✓ Minor Injury Unit

Only for serious illness or injury should you call or visit Accident and Emergency Services.

If you don't know which option to choose, please contact NHS Direct Wales on 0845 46 47.

### Contacting the Practice

Many illnesses are self limiting for 3 days and many will go away after this time. Going along the self care route or getting Pharmacy advice may be all that you need. Many over the counter medications can often provide relief until your body's immune system kicks in. This helps the body's natural immunity without the use of unnecessary antibiotics.

'Contacting the Practice' continued....

If you feel you are not improving and need to be seen all routine **appointments are allocated from 8am until 11am** only each day. The appointments for the whole day are allocated during this time. **Due to the pressures on our service if you ring after 11am you may be asked to ring back the following day due to all appointments being allocated.**

**Only emergencies** can be considered by the triage GP in the afternoon. Doctor may allocate you an appointment with another professional (Specialist Minor Illness Nurse, Paramedic, Pharmacist or Social Prescriber) or even request that you contact the surgery the following day if not an emergency.

From April onwards if your query is regarding medication you may be offered an appointment with our Practice Pharmacist. The pharmacist will be able to conduct a full review of your medication in line with best advice and guidelines.

### **Picking up your medication**

Due to the high numbers of patients who access our busy reception desk we are asking all our patients to identify a preferred pharmacy for collection of their medication. Pharmacies come to the Practice several times throughout the day to collect prescriptions. This service is offered by **all** pharmacies in Llanelli. Your prescription therefore will be collected on your behalf by your chosen pharmacy and your medication will be automatically dispensed ready for you to collect from the chemist.

### **Investors in Carers – Message in a Bottle**

Llwynhendy Health Centre holds a Silver Award accreditation from Investors in Carers. We are working towards Gold Standard Accreditation which requires practices to establish and maintain dedicated mechanisms within the surgery to support unpaid Carers and we are always looking for new ways to help.

Investors in Carers have just launched a new scheme called Message in a Bottle. This is where patients keep essential personal and medication details in a small bottle in the fridge.

Paramedics, police, fire-fighters and social services know to look in the fridge when they see the Message in a Bottle sticker. This can be really helpful

if the person you care for has a condition that can suddenly change so that they need medical help, such as diabetes or allergies. More information about the new scheme is available from our receptionist team.

### **Practice Update**

This is our first newsletter since December due to us taking on patients from other practices which has been a challenge for us to deal with due to the additional workload. We would like to thank all Llwynhendy patients for their patience during this time of restructure.

As a part of this restructuring we have been linking with regular locum GPs, such as Dr Daniel Anantharaj whom you may have already seen. Dr Daniel will be with us for the coming months.

We have also had changes to our Nursing team with Nicola Aspland leaving the Practice. We have taken on a new nurse, Sister Donna Stephens who takes a lead in Sexual Health and development of the service. Linked with Sexual Health and Cervical cytology Donna is currently completing an Enhanced Practitioner in Minor Illness course. We have also been lucky to employ Sister Lynn Jones, a nurse with considerable skills previously in the community District Nurse Team who brings to the Practice these skills to our patients who are frail, elderly and also enhanced skills for patients who are in nursing or care homes. Lynn is also completing the Enhanced Practitioner courses in Diabetes and Minor Illness. We welcome them both to the team.

### **Public Health Screening Programmes**

The Practice works closely with Public Health Wales and we would like to inform you of the Public Health Wales Screening Programmes we are involved with.

**Cervical Screening in Wales** is at a 10 year low, according to Jo's Cervical Cancer Trust. The charity says it's concerned that if this number keeps increasing, that more lives will be lost and that it is particularly worried about women aged between 25 and 29. 1 in 10 women in the UK say that they have never attended their smear test.

Cervical screening prevents 70% of cervical cancers

'Public Health Screening Programmes' continued.....

from developing. The UK has one of the best cervical screening programmes in the world saving approximately 5,000 lives every year. Cervical Screening Wales has introduced testing for Human Papillomavirus (HPV) into the cervical screening programme in September 2014 and Llwynhendy Health Centre took part in the pilot for its roll out. Cervical Screening Wales is responsible for the NHS cervical screening programme in Wales, including sending invitations automatically. If you have had a letter please make an appointment with the receptionist. **Don't ignore your smear test, it could save your life.**

### **Bowel Cancer Screening Programme**

Cancer Research UK and Public Health Wales will be launching a Be Clear on Cancer, Bowel Cancer Screening campaign across Wales from 5 February to 31 March 2018. The aim of the campaign is to raise awareness of the **NHS Wales Bowel Cancer Screening Programme** to encourage more people aged 60-74 to participate in bowel cancer screening and, therefore, improve early diagnosis of bowel cancer.

Screening provides one of the best opportunities to diagnose bowel cancers at an earlier stage when treatments are more likely to be successful. When diagnosed at its earliest stage, more than 9 in 10 people in England with bowel cancer will survive their disease for five years or more, compared with less than 1 in 10 people when diagnosed at the latest state.

However, in Wales, uptake of bowel screening remains below the national target of 60% and much lower than other cancer screening programmes. As well as low uptake, Wales has been selected for this campaign because it has high bowel cancer incidence and mortality rates compared to the UK average.

The key message for the public is **"This little kit could save your life"** If you are aged 60-74 you will be sent a free bowel cancer screening kit in the post, once every 2 years. **So don't ignore it, take the test.**

### **Patient information Services**

We have informed you previously about our working jointly with Hywel Dda University Health Board. We have been extremely lucky to be offered the opportunity to provide for patients a Self Management Menu of Structured Education Programmes.

Our nurse team or reception staff can provide you with information on how you can access courses which are nationally accredited and structured programmes which are quality assured and formally evaluated.

It is hoped that these courses run here at the surgery will allow you to gain the skills to manage long term conditions such as Diabetes, COPD and also gain support with other healthy lifestyle and advice schemes.

Patients can access these schemes directly via telephone **01554 899035** or email via [eppcymryu.hyweldda@wales.nhs.uk](mailto:eppcymryu.hyweldda@wales.nhs.uk)

### **Mobile Telephone Text Messages – Reminders**

We are always trying to remind patients of the importance of updating their contact details with the Practice. This is so that we are able to contact you easily to discuss your health or appointments.

My Health Text is a new service being offered by the Practice, where text messages will be sent to remind you about upcoming appointments. These automatic reminders are so important due to increased demand for our appointments and the numbers of patients failing to attend for their scheduled appointments and therefore wasting a highly sought after slot. By offering this service we aim to reduce these numbers of DNA's and increase the number of available appointments.

Text message may also be used to invite you to contact us for other clinical appointments for example your seasonal flu vaccination. Patients are therefore being reminded to provide us with an up to date mobile telephone number.

If you do not wish to receive text messages from the Practice please inform a receptionist.