

LLWYNHENDY HEALTH CENTRE NEWSLETTER



October 2018

Adapting to Increased Demand

At a time when the NHS is changing rapidly around us the Hywel Dda University Health Board has just published its documentation outlining the changes it sees as necessary for it to survive and thrive.

General practice is changing also, here in Llanelli we have seen a practice close, another go under managed status with the Health board, while others struggle with retiring GP's and ongoing GP recruitment. This all while endeavoring to meet the ever increasing health demands for our populations.

Essential for the future of general practice and to inspire our future workforce to choose general practice as a career and improve morale of those working within it currently, we have to work with other members of our Primary Care Team differently. This includes Pharmacies, Opticians and Dentists who for some conditions may be the best person to deal with your concerns more appropriately.

The role of the GP is changing, GP's now supervise our excellent team of trainee GP's , Pharmacist, Paramedic, Minor Illness and Long Term Conditions Nurses, alongside other nurses and Health Care Assistant's while they see the patients, update medication, and deal with routine enquires.

Because of the skill-mix change, GPs can now oversee every patient contact that needs a GP's high-level skills, spend more time with complicated patients, and refer and discuss with our secondary care colleagues and their teams. Much more of a

GP's time is now spent on enhanced and complicated areas of clinical work.

Our team of receptionists now are required to ask you for more information regarding your condition so that they can signpost and guide you to the appropriate clinician. When you see another member of the team they all have access to an on-call GP each day for advice or clinical support or referral, these clinicians are now able to order routine blood tests or diagnostics investigations themselves and may often refer directly for this. This ensures that your health status can be reviewed recorded and more routine tasks undertaken before you see the GP. The GP will operate in the role of GP Consultant and can then discuss with you your health condition with results of observations and tests to hand within the same consultation. This will therefore mean that you do not need to come back at different times for tests reviews or follow ups. This should allow us to free up more GP appointments.

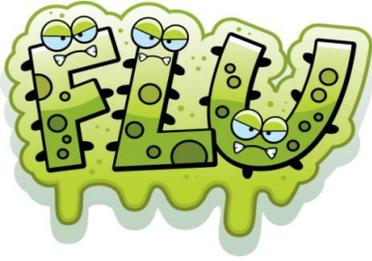
We ask for your support while we move to this new way of working, you will begin to see these changes implemented over the next few months and we intend to update you regularly via our Newsletter or via our Practice Website <http://www.llwynhendyhealthcentre.wales.nhs.uk>

Our Practice receptionists and prescribing team will be here to guide you through the process and offer help and advice.

As a start of this process our Flu Campaign this year will be led by our highly trained HCA's and they will be run with routine health observations such as height weight BP's etc, all noted in your record by a member of our administration team overseen by our Office Manager. Advice leaflets for Long Term Conditions, such as Asthma, Diabetes, Heart Failure etc. will be available for you to read and update should you require; this will include information and useful leaflets and notices for where to go for



additional support. As we go into our Winter Season any advice and support we can provide you to remain healthy over this period is our aim.



Flu Campaign 2018/19

With the start of our Flu Campaign we wish to remind patients to make an appointment to have their flu injection. Our

clinics at Llwynhendy Health Centre **start on Monday 1st October 2018** and appointments are being arranged.

Flu vaccine remains the single best way to protect against catching and spreading flu so if you are a carer, in a risk group, or a frontline health or social care worker find out about getting your flu vaccine as soon as possible to protect yourself and those you care for.

Influenza can be serious for some people, especially for pregnant women, those aged 65 and over, children, and people with long-term health conditions.

Children are also being offered Fluenz immunisations. At Llwynhendy Health Centre we are offering an open afternoon for children's immunisations. If your child was aged 2 or 3 years on 31.08.18 or is in an at risk group please bring them to this children focussed open afternoon for their immunisation. For further information regarding this children's focused clinic please see posters advertising the event in the practice or ask at reception.

Most healthy people with flu can care for themselves at home and should drink plenty of fluids, take paracetamol or ibuprofen, keep warm, rest and stay away from others as much as possible - especially people who are at increased risk of complications. Symptoms usually resolve in about a week. Whilst you are unwell, avoid visiting hospitals or care homes to help reduce the chances of spreading flu in these settings.

Most people do not need to visit their GP surgery if they think they might have flu. However, those who are aged 65 or over, have a long-term health condition, are pregnant or are worried about a young child should seek advice, as should those whose symptoms are deteriorating or are not improving after a week.

Advice on self-care and assessing your symptoms is available at NHS direct and NHS Direct Wales on 0845 46 47 (or 111 in areas where the 111 Wales service is available) OR you can speak to your community pharmacist.

People should only attend A&E or call an ambulance if they need urgent care, for example feeling short of breath, chest pain or coughing up blood or have other serious symptoms or deteriorate quickly.

Choose Well

The Health Service is struggling with unprecedented demand for care. We, alongside our secondary care colleagues, community Pharmacies,

Dentists and Optometrists, are asking patients 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.

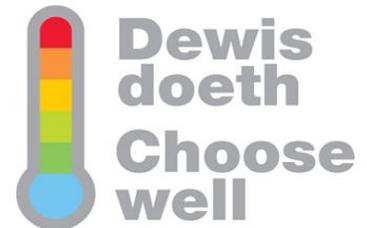
Can you take care of yourself?

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.



NHS Direct Wales
0845 46 47
Galw IECHYD Cymru

Choose Pharmacy - Common Ailments Service

Choose Pharmacy is a 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, in-growing toenails and back pain.

You can obtain more information from any pharmacy.

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 you body's immune system kicks in. This helps the bodies' natural immunity without the use of unnecessary antibiotics.

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.

Patients with queries regarding their medication 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.



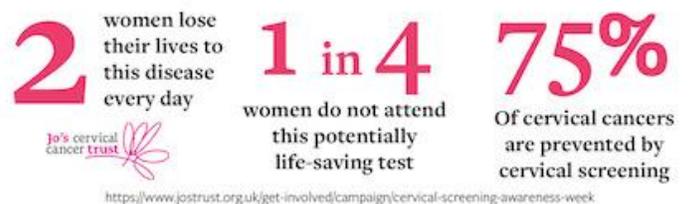
Cervical Screening Wales
Sgrinio Serfigol Cymru

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 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. Full roll-out of HPV screening is implemented on 17th September 2018. 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.**

For further information please visit:

<http://www.cervicalscreeningwales.wales.nhs.uk/>





New Self Help Mental Health Website

Hywel Dda's Local Primary Mental Health Support Services team have developed a website to provide information and easily accessible online resources on mental



health issues to enable people to self-help and know where to access further support should they need it.

The website <http://www.iawn.wales.nhs.uk> has been developed in partnership with West Wales Action for Mental Health service users and staff. The website will be constantly refreshed and developed by a multi stakeholder working group based on feedback.

Mobile Telephone Text Messages – Reminders

My Health Text is offered by the Practice. Text messages will be sent to remind you about upcoming appointments and invite you to contact us for other clinical appointments for example your seasonal flu vaccination. Patients are therefore asked 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.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Bowel Cancer Screening Programme

NHS Wales Bowel Cancer Screening Programme are encouraging 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.**

For further information please visit:

<http://www.bowelscreening.wales.nhs.uk/>

