
NEWSLETTER

Welcome to our new edition of the Lincoln House Surgery Newsletter. The aim of the newsletter is to keep patients up to date with events and new developments at the surgery.



FLU CLINICS

Following on from the success of previous flu clinics, we will once again be running our annual flu clinics. The dates are now set and the clinics will be held between **9am and 11am** on

Saturday 26th October

Saturday 16th November

Annual Flu vaccination is recommended for all people who are aged 65 and over OR those who are under 65 and fall within the 'at risk' factor groups below:

- Chronic heart disease (angina, heart failure, or previous heart attack)
- Chronic respiratory disease (asthma, COPD, emphysema, cystic fibrosis, bronchitis)
- Chronic kidney disease (renal failure, kidney transplant, undergoing dialysis treatment)
- Diabetes
- Chronic liver disease (cirrhosis, biliary atresia, chronic hepatitis)
- Lowered immunity due to cancer, absence of spleen, HIV, receiving high dose steroids, radiotherapy, chemotherapy
- Chronic neurological disease (stroke, TIA, multiple sclerosis)
- Any other serious medical condition - check with your doctor
- Pregnant Women
- Carers
- And new for this year - all children aged 2 and 3 yrs old are advised to have the new nasal spray vaccination (we will be writing to this age group and holding separate clinics)

If you need the flu jab, please contact our reception team to make an appointment

Goodbye & Welcome

After 28 years of loyally serving the patients at Lincoln House Surgery, Dr Jill Allistone retired from General Practice on the 28th June 2013. It was very sad to see Dr Allistone retire from the practice and she will be very much missed by both her patients and her colleagues here at Lincoln House. We all wish her well and a long and happy retirement.

On 1st July 2013 Dr Marwa Hilmi joined Lincoln House. In the 4 years prior to joining us, Dr Hilmi worked as a GP in the Dacorum area. We would all like to welcome her to our team and are confident that her expertise will be of benefit to both patients and to the Practice.

Patient Participation Group

Would you like to have a say in how the surgery runs?

Lincoln House Surgery now has an active Patient Participation Group, where your voice can be heard.

The PPG aims to act as the 'voice of patients', by reflecting local views and opinions and thereby having a say in changes and decisions taken within the Practice. The practice also uses the PPG as a 'sounding board' for new ideas they may wish to try. The PPG meets regularly to discuss various issues and patient's are more than welcome to join and attend the meetings. The PPG also communicates via email for those patients who have busy work or family commitments and are unable to attend meetings.

If you are interested in joining the PPG, please fill in and complete our online form through the surgery website or ask for a form at reception.

NEW SERVICES AT THE SURGERY

We are pleased to announce that we have several new services up and running at the surgery. Dr Anwer now runs a minor surgery clinic twice a month where he removes certain skin lesions and lumps. Patients can only be booked into the clinic after being assessed by a GP first and having prior approval. Dr Anwer is also performing ear microsuction for patients in which ear syringing for wax is unsuitable.

We have a contraceptive coil service now underway which is run by Dr Parbat. He is able to fit both copper and mirena coils. In addition, Dr Parbat also performs insertions and removals of contraceptive implants. If anyone is interested in having the coil or implant, you can book a routine appointment with Dr Parbat to discuss this further.

Are you a Carer?

Do you look after an adult or child who is ill, frail, disabled, has mental health problems, or misuses drugs or alcohol?

We are currently working in partnership with Carers in Hertfordshire to offer support to patients of any age who have caring responsibilities. We want to identify people registered at this practice who are carers. Sometimes 'hidden' carers are looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

If you are a carer this is an opportunity to let the practice know so that we can update our records. Please complete a Carer Identification Form in the waiting room and hand it in to reception.

NHS 111

111 is the new 24 hour helpline which has replaced NHS direct – the object of this helpline is to advise and direct you to the best possible service.

This telephone number should be used when you need medical help fast but it is not an emergency and you cannot wait for an appointment to see a doctor. It is also the number patients should use to access the Out of Hours Service Run by Herts Urgent Care on evenings and Weekends.

IMPORTANT CHANGES TO HOW YOUR PERSONAL DATA IS HANDLED

Are you aware that your personal medical information that you share with your GP or other healthcare professional is about to be extracted and stored on a computer outside of the control of this practice, where the practice will have no say on who has access to that information?

If you do not wish your information to be extracted you must act now. Further details can be found on our website under "Care Data" as well as in the waiting room, along with forms to complete should you wish to block this extraction.

Surgery Hours & Appointments

Our normal surgery hours are between 8am and 6.30pm Monday to Friday. In addition we have extended hour surgeries which run on selected days from 7.00am - 8am, 6.30pm to 7.30pm and 9.00am - 11.am one Saturday a month. We try to maintain a fair balance of appointments to suit our patients and our receptionists will try their best to accommodate you. Please bear in mind that we are not always able to offer patients exactly what they want but will try our best.

Appointments can be booked up to 4 weeks in advance and on the day and can be made as follows:

- 1) Online through our website (GP appointments only). You will need password access from reception. You can also book on your mobile phone if you install the patient access app.
- 2) Telephone
- 3) In person at our reception desk.

In addition, we also have a dedicated Emergency Doctor every day who you can telephone to speak to for urgent medical problems and queries.

BOOK YOUR APPOINTMENTS ONLINE

Patients will be pleased to hear that due to the increased number of patients we have attracted, we have increased the number of appointments available. We have also increased the proportion of appointments that can be booked online through our website. This is to try and make it easier for patients to book appointments and also reduce the burden on our phone lines in the morning. We would encourage patients to make use of this service. If you are interested, please ask for an EMIS password at reception. You can also order repeat prescriptions this way.

Parking

We would like to remind patient's not to park in the four flat bays in the patient car park. These spaces are for the flats only. The flats have now employed a private parking firm and anyone found in these spaces may receive a ticket.

Patients are free to park in the other spaces provided in the patient car park. In addition, there is access for disabled and less able bodied people to park in the barriered car park . We would also like to remind people there is a very cheap pay and display car park on Durrant's Hill Road.

Cold and Flu

Most of us will have a cold this autumn or winter and some of us will have flu. Here's how to look after yourself if these viruses affect you.

Colds and flu are caused by viruses. There are more than 200 common cold viruses and three types of flu virus with many different strains, so they're hard to avoid. These viruses can be spread through droplets that are coughed and sneezed out by an infected person. The viruses can also be transferred on a person's fingers. For example, if you have a cold and you touch your nose or eyes and then touch someone else, you may pass the virus on to them.

COLD SYMPTOMS

The main symptoms of winter cold and flu bugs are:

- coughing
- sneezing
- blocked nose
- sore throat
- headache
- a slight temperature

If these are the only symptoms you have, it's unlikely that your GP will be able to do anything.

You may want to visit your local pharmacy, where you can get advice on how to manage the symptoms and buy over-the-counter medicine.

Try to rest, eat well, avoid stress and keep well hydrated. If you have a fever, you may need extra fluids. You could also take paracetamol to treat fever and pain, or inhale steam with a decongestant in it to help clear a blocked nose."

"Painkillers, such as paracetamol, ibuprofen and aspirin, can really help if you have a cold," However, aspirin shouldn't be given to children under 16 years of age.

"Decongestants help to reduce the swelling inside your nose so you can breathe more easily.

In most cases, antibiotics (which are used to treat bacterial infections) aren't necessary. "Colds and flu, and most coughs, are caused by viruses so antibiotics can't help. Minor bacterial infections will also be fought off by natural immunity.

CHILDREN AND COLDS

Children can be treated using some over-the-counter painkillers to ease discomfort and help to bring down a fever. Both paracetamol and ibuprofen are available as a liquid for children and can be given from the age of about three months. Always check with your pharmacist or doctor if you aren't sure which treatments you can give your child.

WHEN TO SEE A DOCTOR

While most bugs will run their course without doing any real harm, there are certain cases when you or your child should see a GP. These include:

- if you or your child have a chronic condition such as asthma, diabetes or heart disease
- if you have a very high temperature and feel ill, for example if you also have an unusually severe headache or abdominal pain
- if your child is vomiting but does not have diarrhoea, or has a rash in addition to the fever
- if your child stops drinking and is unusually lethargic
- if your child's fever doesn't respond to paracetamol or ibuprofen

Babies, and older and frailer people should get help if they're unwell. All babies under three months with a temperature of more than 38°C (100.4°F) should be urgently assessed by a doctor, as should babies aged three to six months with a temperature higher than 39°C (102.2°F).

Lets hope we all stay healthy this winter.