

## Patient Newsletter Issue 10 ~ Summer 2013



### OUR OPENING HOURS

Monday: 8.00am until 8.30pm

Tuesday: 6.50am until 6.30pm

Wednesday: 8.00am until 6.30pm

Thursday: 8.00am until 6.30pm

Friday: 6.50am until 6.30pm

Our switchboard is open between  
8.00am and 6.30pm each day.

If you need urgent medical help  
outside our opening times  
please call 111



For life-threatening emergencies dial 999

### 2013 Flu Clinics

Despite the hot weather we are already thinking about this year's flu clinics!

Our dates are:

**Saturday 12 October**

and

**Tuesday 22nd October**

Eligible patients will be contacted nearer the time. Further details to follow.

### PATIENT PARTICIPATION GROUP

Our PPG are always delighted to welcome new members.

Please ask at reception for a registration form and help to shape the services we offer!



### I need an urgent appointment — what should I do?

#### Should I telephone the surgery or just come down?

We understand that occasionally you might feel that coming to the surgery and asking to be seen immediately is the best thing to do. In fact it is far better if you telephone us and tell us that you feel you need to be seen the same day, otherwise we cannot plan for your arrival and you may need to wait a long time until a doctor can see you in between other patients.

#### OK, I have rung the surgery and told the receptionist I need an urgent appointment. What happens next?

Your call will be 'triaged'. This means that the receptionist will take your details and advise you that a doctor will ring you back. The receptionist will tell you the approximate time the doctor will call you back, take details of the best telephone number to call you on and ask for some very brief details of the problem. (We ask for this information as it helps the GP before he/she telephones you, but please be aware that if you don't feel happy giving the receptionist any medical information then that is fine.)



The doctor will then telephone you as close to the arranged time as possible. When he/she calls you it may be that your problem can be dealt with entirely over the phone - for instance by organising blood tests; suggesting a particular course of action or by writing a prescription for you to come and collect from the surgery.

However, if the doctor feels that you need to be seen face to face at the surgery he/she will book an appointment for you that day and you **WILL** be seen.

**The 'triage' system operates throughout the working day and means that even if you become unwell or have an accident in the afternoon you can still contact a doctor for advice and we will still be able to see you in surgery that day if that is the most medically appropriate course of action.**

#### What happens if I am too ill to come to the surgery?

If you are housebound or too ill to get to the surgery you can ring (before 10.30am if possible) to ask for a home visit. The doctor might telephone you before setting off to see you to ask for more information and to check it isn't something he/she could deal with over the phone.





**Its great that the hot weather has finally arrived!  
Here are a few tips on how to stay safe in the sun.....**

**Older people and those who are unwell can be susceptible to heat related illness. Keep cool by:**

- Staying inside during the hottest time of the day
- Using sunscreen lotion of factor 15 or above
- When travelling always carry a bottle of water
- Limiting activities like housework and gardening to cooler times of the day
- Wearing loose, light weight, cotton clothing and a sunhat
- Drinking lots of fluids and eating light meals and salads

**More information on how to stay safe in the sun can be found at**

**[www.nhs.uk](http://www.nhs.uk)**

**or**

**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

**But don't avoid the sun altogether!**

Some direct exposure to the sun is important for the production of Vitamin D so try to go outside for a few minutes every day without sunscreen — just don't let your skin redden or burn.

**Vitamin D helps to keep bones and teeth healthy**



**Babies and young children can also be affected by the heat—keep them healthy by:**

- ◇ Making sure they drink plenty of fluids. Depending on their age they can have breast or bottled milk, water or very dilute fruit juice
- ◇ Putting a sunshade or parasol on your baby's pushchair and making sure your child wears a sunhat
- ◇ Letting older children play in a paddling pool (Always make sure they are closely supervised)
- ◇ Applying sunscreen regularly—you can buy brands specifically for babies and small children

**Were you inspired by the 2012 Olympics?**

**Or perhaps the British and Irish Lions Rugby or Andy Murray's Wimbledon win have made you think about taking up a sport or doing more exercise?**

**Exercise has a huge number of benefits including:**

- ✓ **Prevention of cancer (colon-bowel & breast cancer)**
- ✓ **Prevention of excess weight gain**
- ✓ **Prevention of heart disease**
- ✓ **Lowering of cholesterol**
- ✓ **Prevention of tiredness and promotion of sleep**
- ✓ **Prevention of or improvement in depression**



Depending on your current fitness levels and past exercise you could start with as little as 10 minutes of steady exercise eg walking and build from there. Find a 'buddy' if it would encourage you. Ideally you want to aim for a minimum of 20-60 minutes of regular exercise 3 times a week but increase the amount you do slowly to avoid injury. Your practice nurse or GP can offer advice, or even refer you through the Exercise Referral Programme which will enable you to attend gym sessions for a more affordable price.

Wirksworth and Matlock have really good exercise facilities and there are always the footpaths and trails to use, so why not take up some exercise and feel the benefits?

**For exercise advice and events in Derbyshire visit [www.activederbyshire.co.uk](http://www.activederbyshire.co.uk)**



**"If you don't smoke the single best thing you can do to reduce your risk of a number of common diseases is to take more exercise. Try an extra 3000 steps a day"**  
**SIR MUIR GRAY (PUBLIC HEALTH EXPERT)**