



# HANNAGE BROOK MEDICAL CENTRE

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## Patient Newsletter Issue 9 ~ Autumn/Winter 2012

### **STAFF NEWS**

*It is with regret that we announce that Dr Liz Lawrence - who has been with the practice as a GP partner since 2002 - has decided to leave the partnership and her role as a GP on 31st December 2012 to pursue other interests.*

*Liz has made a huge contribution to the development of the practice during her 10 years here and she will be greatly missed by both the practice team and our patients.*

*We all wish her well.*

**Thank you to all those patients who made a donation for the refreshments provided at the Saturday flu clinic.**

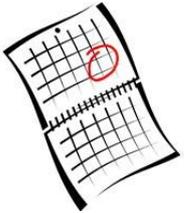


**In total £113.90 was raised and this will be split between the**

**Wirksworth Community Christmas Lunch and West Derbyshire United Reformed Church who have kindly loaned the crockery and urn used at the Saturday flu clinics for the past few years.**

## What Type of Doctor's Appointment Do I Need?

Over the last year we have made some changes to our appointment system to offer a greater choice of appointment options to our patients. If you are ever unsure about what type of appointment would be most appropriate for you please ask the receptionist who will be happy to explain — but here is a summary:



**Routine Pre-Bookable Appointments** - these can be booked up to 6 weeks in advance.

**Routine Pre-Bookable Telephone Consultations** - depending on the nature of the problem it is sometimes possible for the GP to conduct the consultation over the phone to save you having to come down to the surgery. This may be useful to you if you find it difficult to take time off work or to travel. It won't be suitable though if you think the doctor might need to examine you. You

will be given an appointment date and time just as if you were attending the surgery, but the receptionist will note that it is a telephone consultation and the doctor will know to phone you.

**On The Day Urgent** - the doctors have some 'telephone triage' slots and reserved appointment slots for these requests. If you have a medical problem that you feel needs dealing with that day then please tell the receptionist who will take some details and give you an approximate time when the GP will call you back. In around 50% of these cases we have found that the GP can deal with the matter over the phone saving you from having to come into the surgery.

**Should I ring first or just come down to the surgery?** 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. That way the doctor can 'triage' your call and we can plan for your arrival, otherwise you might have a very long wait until a GP can see you in between other patients.



**Home Visits** - If you are housebound or too ill to get into the surgery you can ring (preferably before 10.30am) to ask for a home visit. The GP may well ring you prior to setting off to see you to ask for more information and to check it isn't something that they would be able to deal with over the phone.



# GETTING BETTER WITHOUT ANTIBIOTICS

## What are antibiotics?

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria are adapting all the time and finding ways to survive the effects of antibiotics. They become 'antibiotic resistant' so that the antibiotic no longer works. Some bacteria such as MRSA have become resistant to several antibiotics. The more we use an antibiotic the more likely it is that bacteria will become resistant to it.

## How can antibiotic resistance be avoided?

By using antibiotics less often we can slow the development of resistance.



## So when will I be prescribed antibiotics?

Your doctor will only prescribe antibiotics when you need them, for example for kidney infections and pneumonia.

## Why should antibiotics not be used to treat coughs, colds and earache?

All colds and most coughs, sore throats and earache are caused by viruses. Antibiotics do not work against infections caused by viruses. Viral infections are much more common than bacterial infections.

## How should I treat my cold?

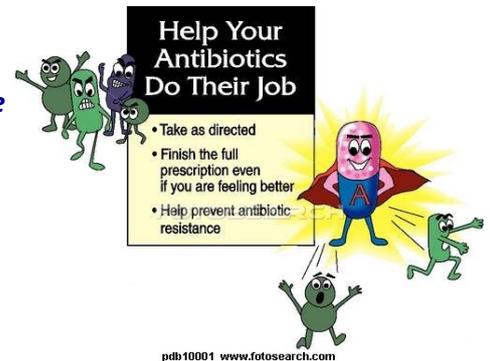
The best way to treat most colds, coughs, sore throats and earache is to drink plenty of fluids and rest. Colds can last two weeks and may end with a cough bringing up phlegm. There are many over the counter remedies to ease the symptoms—paracetamol for example. Ask your pharmacist for advice. If your cold lasts longer than three weeks or you become breathless or have chest pains, or already have a chest complaint see your doctor.

## What should I do about antibiotic resistance?

Avoid taking antibiotics for virus infections. You won't get better any quicker if you have antibiotics for a cold. When they are prescribed, the full course of antibiotics should be taken in order to get rid of the bacteria completely. If the course is not completed, some bacteria may be left to develop resistance.

Further information can be found on the following website:  
[www.nhs.uk/antibiotics](http://www.nhs.uk/antibiotics)

Dr Duncan Williams



Thank you to all patients who have taken part in our survey over the last few weeks.

We are always grateful to hear your views on the services we provide and the survey results will be available in the new year.

## PATIENT PARTICIPATION GROUP



The next PPG meeting will be on Thursday 13th December at 6.30pm at the surgery.

Everyone is welcome so do come along!

## Christmas and New Year Closing

The surgery will be closed from 4.30pm on Christmas Eve and reopen at 8.00am on Thursday 27th December.

On New Years Eve we will close at 6.30pm and reopen at 8.00am on Wednesday 2nd January.

Please make sure that you order repeat prescriptions in plenty of time to see you over the Christmas and new year period.

We wish all of our patients a very happy Christmas.

