

## April 2017 – Surgery Newsletter



We've had the busiest winter ever, yet again. From November to February inclusive, we completed 18,533 clinical consultations, issued 130,262 prescription items and made/received 46,507 phone calls. We coped. Just. I just hope that the chronic underfunding and lack of GPs across the country is sorted before the NHS breaks.

### **Urgent Appointment Requests:**

The doctors have asked me to mention a growing issue of late. They report that we are getting more patients calling us in the afternoon, sometimes very late, asking for urgent on the day appointments. Although we do have a very effective triage system in place for urgent on the day appointments, we only have a fixed amount of appointments to offer. The later in the day we receive a call, the fewer available appointments there are making it harder and harder to find one for those who call late in the day. Although patients may think that they are helping by giving extra time to see if they feel better, the doctors would prefer patients to call in the morning. This allows them to make more efficient use of the daily urgent appointments slots for all.

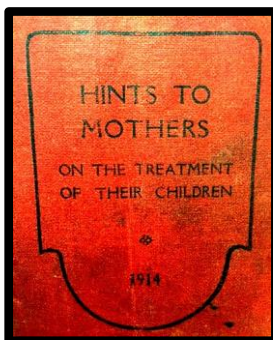
### **Hay fever:**

It might feel a little early, but best to be prepared before it all starts. Now is probably the best time to start thinking about preparing yourself if like me, you are a hay fever sufferer. You can get antihistamine tablets extremely cheaply these days, so why not make sure that you have three months' worth at home ready? Also don't forget your pharmacist can also give you help and advice and GP appointments should only be considered for this in extreme cases.

**The next meeting of the Patient Participation Group will take place at 6.30pm on Thursday 20<sup>th</sup> April 2017 at the Great Bentley Village Hall.**

**Richard P Miller – Practice Manager**

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This part of our newsletter publishes suggestions from this 102 year old book called "**Hints to Mothers**" on the health and wellbeing of children prior to the NHS existing. We hope you find this interesting and in many instances still useful even today. ***Please bear in mind this was written a long time ago!***

**Sore throat** – Use a chlorate of potash gargle, and rub externally with hartshorn and oil, and be careful not to expose the patient to cold. As a child, however, often find it impossible to gargle, blackcurrant lozenges should be given to suck. Sore throats are often the result of lowness in tone, so the child should be given a tonic – extract of malt or cod liver oil.

**Stings** – If the child is stung by a wasp or bee, first of all extract the sting with a small pair of pincers, or by pressing the hollow end of the barrel of a key over the wound. Then apply a few drops of sal volatile to the spot. Moistened tobacco, well rubbed in, is an excellent remedy, as is fresh butter.

**Most sore throat symptoms are treated in a similar way these days, but with over the counter remedies from your pharmacy and will usually get better on their own. Even if they are caused by a bacterial infection, antibiotics only speed up recovery by 12 to 24 hours and not a lot of people know that! If any insect sting causes a serious allergic reaction, call 999 immediately.**