



December 2017 – Surgery Newsletter

Merry Christmas from all the team!

I recently asked all of our GPs, nurses and staff what patients can do to help us through the busy winter:

EMAILS – Please be aware that we are not able to book appointments by email unless a disability prevents a patient from being able to telephone us.

RESULTS: If calling to see if your results have been received, please leave enough time and ensure that you call after 1.00pm so that lines are kept free in the mornings.

PRESCRIPTIONS: Please order your December prescriptions as early as possible before Christmas to ensure you get them in time. Also the dedicated prescription line 01206 257557 is for queries only. We cannot accept requests over the phone, only in writing or by email.

MEDICATION REVIEWS: If you know you have a medication review due, please book the appointment straight away. It creates a lot of extra work for staff and doctors when we have to issue prescriptions when the review is overdue.

WAITING ROOM BLOOD PRESSURE MACHINE: Our doctors and nurses would find it incredibly helpful if patients took their blood pressure using the machine in the waiting room before their appointments. This saves time and ensures that we get more accurate ‘at rest’ readings.

HOME VISITS: One home visit takes up to an hour of a GPs time, whereas if seen in the practice it takes just 10 minutes and the GP will have all necessary equipment to hand. Please do not take offence if we insist that you come in. This service is only for truly housebound patients. We cannot be responsible for lack of transport.

COUGHING CAN BE GOOD!: This might seem a strange statement to make as coughing often makes us or our children feel pretty miserable. However coughing is usually there and happening for a very good reason! Almost all coughs are due to upper respiratory infections (common colds caused by common viruses). During these viral infections (*which antibiotics will not cure*) horrible sticky mucus can form throughout your nose, throat and deep into your lungs and that’s really not nice. If this mucus stayed there it will attract bacteria who would enjoy themselves in the lovely warm sticky environment and reproduce quickly making loads more mucus and causing inflammation. Fortunately we have a marvellous built in way to get rid of the horrible sticky mucus before it gets loaded with bacteria. This process is called “coughing”. Coughing brings the mucus up and out of the lungs and respiratory tract and is usually swallowed which renders it completely harmless as it cannot survive in your stomach. Coughing also agitates mucus preventing bacteria from developing their defensive biofilm and creating a huge colony of pus-filled goo! In summary coughing is good. It’s there for a reason. If we had a medicine that would completely stop coughing, it would kill people as they would end up full of infected mucus and if they couldn’t cough it up they would die. So just remember when you or your child is coughing, just think about the great job it’s likely to be doing and it commonly lasts for a few weeks! Of course if you are coughing up blood, suffering with chest pain or shortness of breath please ring the surgery for advice.

Please remember the Patient Participation Group does not meet in December.

Richard P Miller – Practice Manager