



Dr Mixer & Partners Newsletter

Issue 4: Summer 2016

**** **BREAKING NEWS! Self-Check-in Board working again – Please use to alleviate queues!** ****



Are you Summer ready?

Here at Dr Mixer and Partners, we are aware this may be an *optimistic* heading, however the dangers of hot weather should definitely be made aware. Most of us welcome hot weather, but we forget to realise that when it's too hot there can be health risks, especially involving a vulnerable neighbour, friend or relative!

Heatwaves

An average temperature of 30°C by day and 15°C by night would trigger a health alert. These temperatures can have a significant effect on people's health if the temperatures remain this way for a length of time, known as a **heatwave**. The main risks posed by a heatwave are **dehydration** (not having enough water); **overheating** (which can escalate current heart and breathing problems); **heat exhaustion** and a **heatstroke**. A heatwave can affect anyone, but the most vulnerable people are the very young, the elderly and the immuno-compromised.

The Met Office has a warning system in place that issues alerts if a heatwave is likely. **Level 1** is the minimum alert and is already in place from June 1st – September 15th (when a heatwave is most likely). **Level 1** is a general indicator that we are experiencing warmer weather than usual, and is nothing to worry about. The following are how the Met Office scale a heatwave;

Level 1 – When a heatwave is likely

Level 2 – There is a high chance of a heat wave

Level 3 – When a heatwave is in place

Level 4 – When a heatwave is severe

We have prepared on the following pages a few tips for coping in hot weather; sunscreen and sun safety, preventing hay fever symptoms and what to do when dehydrated.

Dehydration

Dehydration occurs when your **body loses more fluid than you take in**. Water makes up over two-thirds of the healthy human body. It lubricates the joints and eyes, aids digestion, flushes out waste and toxins, and keeps the skin healthy. Some of the early signs of dehydration include; *feeling thirsty/lightheaded, a dry mouth, tiredness, having dark strong-smelling urine, passing less urine than usual*.

A baby will not be able to communicate if they are dehydrated. The signs to be aware of are if they have a *sunken soft spot (fontanelle)* on their head, have *few or no tears* when they cry, have *fewer wet nappies* and are *drowsy*. If you notice that someone is dehydrated, **get them somewhere cool to rest, give them plenty of fluid** (non-fizzy, diluted squash if they are a child) and call 111 if their breathing is affected.

Other Practice News

The **CQC (Care Quality Commission) Inspection Team** visited the Practice on April 1st 2016, and we have now received the final report. We are pleased to advise we were rated '**Good**' in all areas inspected. The Full report can be found via the CQC website, a summary can be found on page 3 of this newsletter and on our website for download!

SURGERY OPENING TIMES

MONDAY 8am – 6pm

TUESDAY 8am – 6pm

WEDNESDAY 8am – 6pm

**Please note we close for training on
WEDNESDAYS between 12.45 – 2pm**

THURSDAY 8am – 6pm

FRIDAY 8am – 6pm

Pre-booked surgery:

SATURDAY 8.00am – 10.00am (unless stated otherwise)

Tips for Summer

Antihistamines

Hay fever tablets, called **antihistamines**, are effective at relieving the symptoms of hay fever. Antihistamines work by blocking the action of **histamine**, a chemical released by the body after it has been exposed to pollen. In an allergic reaction, certain cells in the body release histamine into the blood and tissue causing inflammation. The medicine you can buy over the counter or prescribed by the GP can help resolve this. You can buy them in liquid, eye drop, nasal spray and tablet form.

Loratidine, Cetirizine, Diphenhydramine, Acravastine, Chlorphenamine and **Fexofenadine** are six of the common tablet forms of hay fever relief. Always consult your pharmacy if your allergy tablet is not effective, as what works for one does not always work for another! Some antihistamines can have drowsy side effects, such as chlorphenamine (commonly known as Piriton), but medicines can affect us all differently. Always read the label of your antihistamine product, and stop using tools or machinery if you do feel drowsy!

Sunscreen – an important factor!

When buying sunscreen, the label should have:

- The letters “UVA” in a circle logo and at least four-stars. The Star rating measures the amount of UVA (Ultraviolet A radiation)
- A Sun Protection Factor (SPF) of at least 15 to protect against UVB.

Ensure the sunscreen is **not past its expiry date**, most sunscreens have a shelf life of **two to three years**. Most people do not apply enough sunscreen, or apply it too thinly. The amount of sunscreen needed for the body of an average adult is **6-8 teaspoons** of the stuff! If sunscreen is applied too thinly, the **amount of protection given is reduced**. If you are worried you might not be applying enough SPF 15, switch to SPF 30 sunscreen. To further avoid the risk of sunburn, **cover up** with suitable clothing, **wear a wide brimmed hat** and **seek shade** in hours of strong sun.



Hayfever Help

Hay fever affects one in four people in the UK. Below are some tips extracted from the Allergy UK website on avoiding and reducing your symptoms. Hay fever can make everyday life miserable and tiring, and symptoms need to be controlled as hay fever can increase your risk of developing asthma.

Don't mow your lawn!

If grass makes you sneeze, ask someone else to mow your lawn when the pollen count is high.

Create a barrier

Smear a nasal barrier balm inside your nostrils, or use a drug-free nasal spray or a dab of petroleum jelly to prevent pollen sticking to the lining of your nose. Ask your pharmacist about nasal barrier balms and sprays

Time it right

If possible, avoid outside activity when the air is warming up and cooling down, as pollen count is higher at these times (8-10am and 5-7pm)

Shut windows

Don't drive with windows open, as this will allow pollen to circulate. Open bedroom windows at night, but close them when you get up in the morning.

Damp Dust regularly

Dusting with a damp cloth collects dust and stops pollen from becoming airborne!

Wash your hair

Pollen can stick to hair which is transferred to your pillow at night. Ensure a hair wash and change of clothes before bed.

Start treatment early

Most people wait until symptoms start before they begin treatment, but the nasal spray needs to be started at least 2 weeks before symptoms appear so that the medication is already in your system when pollen triggers your hay fever.

8 Summer Foot care tips from the College of Podiatry

(1) Trim your toenails for summer to prevent ingrown nails – **(2) Go barefoot** when you can to help stop sweaty feet – **(3) Use sun cream on your feet and nails** – don't stop at your ankles! – **(4) Change socks daily** and choose socks that are 70% cotton or wool – **(5) Wear supportive summer shoes**, wearing flimsy sandals all the time can give you arch and heel pain – **(6) Take a break from nail polish**, nails need to breathe from time to time, a 3 day break once a month will suffice – **(7) Keep feet clean**, wash them each morning and each night in warm, soapy water and dust them with talc to tackle sweat – **(8) Banish blisters**, blisters strike more often in hot weather. If you do get a blister, **don't pop it!** Cover it in a plaster and if it bursts, apply some antiseptic.

The Care Quality Commission Inspection

The CQC are the **independent regulator** of health and social care in England. They *monitor, inspect* and *regulate* services to make sure they meet fundamental standards of quality and safety, and then they publish what they find, including performance ratings



Last rated
22 June 2016

Dr Mixer and Partners

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Overall rating

Inadequate


Requires improvement

Good

Outstanding

Patient groups	Inadequate	Requires improvement	Good	Outstanding
Older people			Good	
People with long term conditions			Good	
Families, children and young people			Good	
Working age people (including those recently retired and students)			Good	
People whose circumstances may make them vulnerable			Good	
People experiencing poor mental health (including people with dementia)			Good	

to help people choose care. Our practice was rated on **Safety, Effectiveness, quality of Care, Responsiveness** and **Leadership**. Our routine inspection by the CQC was on the 1st April, the inspection lasted the full day. The inspection involved a lot of additional preparation work but we did find this focus useful in the team. We have found a number of learning points from the preparation (*rather than the visit itself!*) which will improve patient care and experience. Please let us know if you have any queries about the CQC visit.



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Overall rating

Inadequate

Requires improvement

Good

Outstanding

Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

To view the full report, visit;
<https://www.cqc.org.uk/location/1-562950397>

THE NHS FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they need similar care or treatment? Please fill this feedback form out and place in in the blue box at the reception desk.

A little bit about you:

1. What age are you?	0-15	55-64	
	16-24	65-74	
	25-34	75-84	
	35-44	85+	
	45-54		

2. Are you?	Male	Female	
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3. Do you consider yourself to have a disability?	Yes	No	
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4. Are you?	The patient	
	The patient or carer	
	The patient and parent/carer	

Ethnicity:

White	Asian/Asian British	Mixed	Black or Black British
British	Indian	White/Black Caribbean	Caribbean
Irish	Pakistani	White/Black African	African
Other White Background	Bangladeshi	White and Asian	Other Black Background
Other	Chinese	Other Mixed Background	
Would rather not say	Other Asian Background		
Anything Else			

Please Turn Over..

Prescription Changes

Our prescriptions telephone line is now open between **10.30-12.30** and **14.30-16.30** to order your repeat prescription where you will speak to our prescription receptionist. We have **ceased** the prescription answerphone and we apologise for any inconvenience. If these times are inconvenient for you, you can sign up for our **online service**, Patient Access. Please ask at reception for details.

Samman Road Patients

If you are registered at Samman Road, you must now only call in for your prescription between **8.15am-11.00am** when the desk is manned with an **Old Fire Station receptionist**. The Kelly and Bawn receptionist **cannot** hand our prescriptions out or deal with prescription queries. Alternatively you can **nominate a chemist** to collect your prescription on your behalf.

Med School

If you would like to volunteer and are willing to be contacted when a relevant topic arises, please email us with your **name** and **contact details**, and a list of mild to chronic conditions that you are happy to discuss with students to;

ERYCCG.medschool-ofs@nhs.net

Book your next appointment online!

A reminder that you can now book your appointments (and order repeat prescriptions) online! Ask at the front desk for more details.



Planning your 2016 holiday?

Let us know **6-8 weeks in advance** if you need any travel vaccinations, to allow our nurses to fit you in conveniently and allow time for the vaccinations to activate. *Better safe than sorry!*

Communication by text

We are looking to set up a **texting reminder system** for appointments and possibly other reminders within the Practice. Ensure your mobile number is up to date with us, more information will be made available once our new system is installed.

Are you a Carer?



Please let us know if you are a **carer** (or if you have a **carer**) so we can give you a Carer's Pack, full of information and advice. A carer is anyone who provides unpaid help and support to relative or friend who is seriously ill, disabled or unable to cope alone. For more information, visit:

<https://www.gov.uk/carers-uk>

USEFUL NUMBERS

OLD FIRE STATION..... 01482 862236
SAMMAN ROAD SURGERY.....01482 882281
SPINKS CHEMIST.....01482 882562
CASTLE HILL..... 01482 875875
HULL ROYAL INFIRMARY.....01482 328541
EAST RIDING HOSPITAL.....01482 886600
SPIRE HULL AND EAST RIDING01482 659471
MINOR INJURIES (BEVERLEY)01482 336433
SINGLE POINT OF CONTACT.....01482 301701
PHYSIO DIRECT.....01377 208300

THE NHS FRIENDS AND FAMILY TEST (continued)

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?					
Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?
Thinking about your response to this question, what is the main reason why you feel this way?					

Thank you for completing the Friends and Family test and providing us with feedback to improve our services. If you **DO NOT** wish your anonymous comments to be shared then please tick here: ☐