



Welcome to the winter newsletter for The Highlands Practice. In this issue we will be providing you with lots of information on the services that can be provided by our new Practice Pharmacist, Ria Shingdia. Don't forget to ask Reception if you wish to have an appointment to discuss your medications/side effects etc. We are also continuing to look at ways to improve our service and below are some ways in which you can help us improve our service to you.

NO NEED TO WAIT HAVE YOUR FLU JABS TODAY!

Have you had yours yet?

If you are over 65 or have a qualifying long term health condition, such as CHD/Stroke, CKD, Diabetes or Asthma, please book in now for your free flu jab.

STAFF TRAINING DAY

Please note the surgery will be closed from 1.00pm, for staff training on Thursday 9th March, 2017

NEW TELEPHONE SYSTEM

We have a new telephone system which we hope will improve the waiting time for callers.

Please listen to the options and information carefully so that you get through to the person that can help you as quickly as possible.

RETIREMENT

We are very sad to be saying goodbye to Dr Hobbs on 31st December but wish her a very happy retirement. Her last working day here at the surgery will be 28th December, 2016.



Order your Prescriptions online through our website
www.thehighlandspractice.com

or

Download the Patient Access App and do it conveniently from your phone. This improves safety and accuracy of orders and you will get confirmation of when it is accepted.



Have your prescriptions sent directly to your chosen Pharmacy ready for collection. Please contact your Pharmacy or ask reception for more details.

TEXT MESSAGE NOTIFICATIONS



Are your contact details up-to-date? Please ensure we have a contact mobile number in order that we can send TEXT message reminders for your appointments.

CLINICAL PHARMACISTS IN GENERAL PRACTICE

Clinical pharmacists across the UK have started working as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing extra help to manage long-term conditions and advice for those on multiple medications.

We are fortunate at The Highlands Practice to have our own Clinical Pharmacist, Ria Shingdia. This means GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with complex conditions. This will help GPs manage the demands on their time. This way of working is the future of general practice, allowing all healthcare professionals to work together in teams, sharing their knowledge, skills and expertise, to help improve patient care.

Benefits of Having A General Practice Pharmacist.

When you start prescribed medication, your doctor, pharmacist and/or nurse will monitor that this is the best medicine for you. However, situations can change, for example

- You may have developed a side effect from the medicine.
- You may have started taking additional medicines.
- Your health may have changed, such as developing a long-term condition.
- The guidelines for treating your condition may have changed.
- You may be taking a large number of medications.
- A medication you are on may no longer be essential for your day to day health.

IF YOU WOULD LIKE SOME SUPPORT FROM OUR PHARMACIST, PLEASE ASK RECEPTION TO BOOK AN APPOINTMENT.

We want to help you stay health this winter

By being prepared and making the right choices this winter, you will be better placed to stay healthy, keep control of your health and wellbeing and get the right care for you and your family when you need. If more people are able to meet their own needs that will ease the pressure on health services and help to make sure the right care is available when people really need it.

Where to find help:

- **Call 111 for health advice 24/7**
- www.selfcareforum.org
- www.nhs.uk/livewel/winterhealth/
- www.nhs.uk/selfcare/patient
- www.patient.co.uk

FUN FACTS ABOUT MEDICINES

Centuries before the actual discovery of penicillin, many ancient cultures were using mouldy food to treat infection without understanding how it worked.

Bayer® Aspirin was the first drug ever to be marketed in tablet form. First marketed in 1899 as a powder, by 1900 aspirin was being compressed into a water-soluble tablet.

The anti-malarial drug quinine is taken from the bark of the Andean cinchona tree.

'Soldiers disease' is a term for morphine addiction. The Civil War produced over 400,000 morphine addicts.

If you have any comments or suggestions for the next newsletter, please put in writing and address it to:
Louise English at The Highlands Practice.

I've got a **COUGH**, when will I feel better?

You can expect symptoms to last for up to 3 weeks.

What can I do to treat myself better?

Try not to cough: You may be able to cough less often by trying not to cough. Our desire to cough can sometimes be influenced by our brain. Home remedies: Try simple home remedies, such as 'honey and lemon' – just add freshly squeezed juice from one lemon and a teaspoon of honey to a mug of hot water. Drink at least 6 to 9 glasses of water in a day and suck lozenges

Stop smoking: Smoking is one of the most common reasons for a chronic cough. Stopping smoking, or at least smoking less not only improves your cough, but also benefits your health in other ways (reducing the risk of heart attack, stroke, and lung cancer, for example)

I've got a **COLD**, when will I feel better?

You can expect symptoms to last for around 1½ weeks

What can I do to treat myself better? Rest: Get some rest until you feel better – we usually know when we're well enough to return to normal activities Diet: Eat healthily, including at least five portions of fruit and vegetables every day Fluids: Drink plenty of fluids to replace those lost from sweating and a runny nose

I've got a **SORE THROAT, when will I feel better?** You can expect symptoms to last for around 1 week.

What can I do to treat myself better?

Home remedies: You can relieve symptoms by eating cool, soft food, as well as sucking lozenges, ice cubes, ice lollies or hard sweets. Gargling with warm, salty water may also help reduce swelling and pain Smoking: Avoid smoking and smoky environments as much as you can Fluids: Drink at least 6 to 9 glasses of fluid (preferably water) every day particularly if you also have a fever.

Your infection	Usually lasts	How to treat yourself better for these infections, now and next time	When should you get help: Contact your GP practice or contact NHS 111
Middle-ear infection	4 days	<ul style="list-style-type: none">• Have plenty of rest.• Drink enough fluids to avoid feeling thirsty.• Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both).• Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. You can use paracetamol if you or your child are uncomfortable as a result of a fever.• Use a tissue and wash your hands well to help prevent spread of your infection to your family, friends and others you meet.	<p>1. to 8. are possible signs of serious illness and should be assessed urgently.</p> <p>Phone for advice if you are not sure how urgent the symptoms are.</p> <ol style="list-style-type: none">1. If you develop a severe headache and are sick.2. If your skin is very cold or has a strange colour, or you develop an unusual rash.3. If you feel confused or have slurred speech or are very drowsy.4. If you have difficulty breathing. Signs that suggest breathing problems can include:<ul style="list-style-type: none">○ breathing quickly○ turning blue around the lips and the skin below the mouth○ skin between or above the ribs getting sucked or pulled in with every breath.5. If you develop chest pain.6. If you have difficulty swallowing or are drooling.7. If you cough up blood.8. If you are feeling a lot worse. <p>Less serious signs that can usually wait until the next available GP appointment:</p> <ol style="list-style-type: none">9. If you are not starting to improve a little by the time given in the 'Usually lasts' column.10. In children with middle-ear infection: if fluid is coming out of their ears for more than 10 days or if they have new deafness.
Sore throat	7 days		
Common cold	10 days		
Sinusitis	18 days		
Cough or bronchitis	3 weeks		