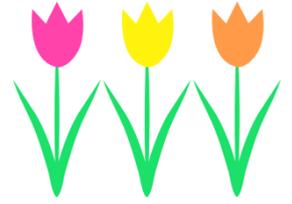


Severnbank Surgery

Spring 2019 Newsletter



Telephone 01594 845715 Fax 01594 845637 www.severbanksurgery.co.uk

Diabetic Eye Screening

The Surgery will be hosting the Diabetic Eye Screening this year from May 7th until May 15th. When you have received your invitation from the D.E.S, you can call their office to arrange/cancel/change any appointments, on 0300 422 4419.

Surgery Wi-Fi

We are happy to announce that Severnbank Surgery now has a Wi-Fi connection available for use within the surgery.

Please see reception for the details to connect to the Wi-Fi.

Online Patient Access

Patients at Severnbank Surgery are able to book appointments and order their repeat medication online through Patient Access. Patients can also now see test results, documents and immunisation history from their record.

If you would like to have this additional access, please call the surgery or come in and ask at Reception.

PLT Closure Dates

The surgery will be closed for training on the following afternoons throughout the year:

- Wednesday 1st May
- Tuesday 4th June
- Wednesday 10th July
- Wednesday 4th September
- Wednesday 2nd October
- Wednesday 6th November
- Thursday 5th December

Clinics will be available elsewhere on these afternoons for urgent medical needs.

Allergy Season

Spring time is upon us, and with it comes the allergy season. An allergic reaction happens when the body comes in contact with something it believes is harmful, but is not normally detrimental. Hay fever is the common name for allergies to grass and tree pollen, primarily brought on by warm and windy weather, and is usually worse between March and September.

Some of the symptoms of Hay fever (or other allergic reactions) include: sneezing, coughing, a runny or blocked nose, tiredness, headaches and earache. It can also cause a person to have red, itchy and watery eyes, as well as an itchy throat, mouth, nose and ears.

People who also suffer from asthma can find their symptoms include shortness of breath, wheezing and a tightness of the chest.

These symptoms can continue for weeks, or even months, and are often mistaken for a common cold.

There is no cure for Hay fever, however there are many things you can do to limit your exposure or lessen your symptoms. These include putting Vaseline around your nostrils to trap incoming pollen, showering and changing after going outside, staying indoors with windows and doors shut where possible and vacuuming regularly to collect any settled pollen. If you are a known sufferer of hay fever, it is advisable not to cut or walk over freshly cut grass, keep fresh flowers inside the house or to smoke or be around smoke, as this will exacerbate your symptoms. You can also speak to a pharmacist who will be able to advise on antihistamines and treatment options available to you.

Along with the increased levels of pollen in the air, the warm weather also brings an increase in insects and other small creatures that can bite and sting us. Insect bites and stings can be quite painful (even insects from Britain!) and can cause health problems if left unattended.

If you find you have been bitten or stung by a bug or insect, the first thing to do is to remove anything left at the bite mark (i.e. the sting or tick). You should then wash the affected area with soap and water. Adding a cold compress and elevating the area is advised, as this can help to reduce swelling. You should avoid scratching as well as this can increase the chance of an infection.

Reactions to bites and stings can last for a few days. Should you notice that it is not getting better, there is a large red, swollen area around the bite/sting, you have symptoms of a wound infection (pus and increased pain) or flu-like symptoms; you should get in contact with your GP or call 111.



NHS App

NHS England has released a new NHS App for patients to use on their smartphone and tablet devices. This app will allow patients to book their appointments, order their repeat medication and see the basic details of their medical record online, without the need to come in to their practice.

The App also holds information taken from the NHS website regarding illness and symptoms, organised in an A-Z order. The list is expansive and contains details on what to do if you have certain symptoms, information on diseases and chronic illnesses as well as explanation of causes and treatments.

Patients can also answer an online questionnaire to see if you require urgent assistance by completing the questions provided.



New Appointment System

Toward the end of last year, Jayne Fountain joined Severnbank Surgery as our new Practice Nurse. She has come with experience from working in minor injury within community hospitals.

From the 1st of May, Jayne will be seeing patients who request on the day appointments for minor ailments and conditions. Reception may ask you to explain why you need an appointment when you call or come in to the surgery- this is to make sure you are put in with the most suitable and appropriate practitioner.

This will also mean that the Doctors will have more routine appointments to see patients for ongoing problems.

PPG– Patient Participation Group

The PPG are a group of patients at Severnbank Surgery who assist the surgery with suggestions of our patient needs and recommend ideas for future change.

If you are interested in joining the Patient Participation Group, or wish to know more, please see the Patient Participation Group pin board in the lobby at the surgery.

There is a form you can complete and hand in to reception which will be passed on to the Chair of the PPG, should you wish to contact the group.



PPG Annual General Meeting

The PPG will be holding their Annual General Meeting here at Severnbank Surgery on Wednesday 5th June, at 1:00pm.

Any and all patients are welcome to attend. They will also be taking any nominations for the positions of: Chair, Vice-Chair and Secretary.

If you would like to nominate someone for one of these positions, or know someone who would be interested, please contact the current Secretary, Emma Money, at reception to put the name forward.

Closing date for any nominations is Tuesday 14th May, 2019.



If you would you like to receive this newsletter via email, please log on to our website www.severbanksurgery.co.uk to sign up.