



Summer 2016

HAWTHORN MEDICAL PRACTICE

PATIENT NEWSLETTER

Be Sun Smart

Most skin cancers are caused by overexposure to ultraviolet radiation from the sun or sunbeds. Enjoy the sun safely. Whether you're at home or abroad, use shade, clothing and at least SPF15 sunscreen to protect yourself. Anyone can develop skin cancer, but some people are more likely to get the disease than others. These people tend to have one or more of the following:

- Fair skin that burns easily in strong sun
- Lots of moles or freckles
- Red or fair hair
- Light-coloured eyes
- A personal or family history of skin cancer
- A history of sunburn



The best way to enjoy the sun safely and protect your skin from sunburn is to use a combination of shade, clothing and sunscreen. When the sun is strong or you're at risk of burning:

- Spend time in the shade between 11am and 3pm
- Wear a t-shirt, hat and sunglasses
- Use a sunscreen with at least factor 15 and a high star rating. Use it generously and reapply regularly

Further information on being sun smart can be found on the NHS Choices website – www.nhs.uk

Help is at hand

The Citizens Advice service helps people resolve their legal, money and other problems by providing advice and information. The advice and information provided by the Citizens Advice Bureau is free, independent, confidential and impartial. They provide advice through face-to-face, telephone, email services, and online via a self help website - www.adviceguide.org.uk

Citizens Advice Bureau advisers can write letters and make phone calls to service providers on their clients' behalf. They can help people prioritise debts and negotiate with creditors. As the UK's largest advice provider they are equipped to deal with issues from debt and employment to housing and immigration plus everything in between.

Your nearest Citizens Advice Bureau is located on Stanley Avenue, Skegness 01507 479742

Steps2Change

What is steps2change? One in four people at some point in their life experience problems with mental wellbeing. You don't need to struggle on your own! steps2changeLincolnshire provide short term therapy for people with common mental health problems. This is a **FREE** and confidential NHS service for anyone in Lincolnshire who is feeling stressed, unhappy, depressed, sad, worried or anxious. **Contact for referrals:** Tel: 0303 123 400 Web: www.lpft.nhs.uk/steps2change-lincs

LOOK AFTER YOUR BODY, IT'S THE ONLY ONE YOU HAVE
YOU DON'T GET A SECOND CHANCE IF YOU ABUSE IT!



Hayfever

Hayfever, also known as seasonal allergic rhinitis, is a very common condition that affects two in every 10 people in the UK. It is caused by an allergy to air-borne substances such as grass or hay pollen, which affects the upper respiratory passages (nose, sinus, throat and eyes). Hayfever usually occurs during the spring and summer months. Exactly when you get it depends on which pollens you are allergic to. From May to July, grass and flowers are in pollen, making these the most common cause of hayfever at this time. During spring, from March to May, pollens from trees are the most common cause of hayfever.

Hayfever symptoms can be similar to a cold, and include a runny nose, watery eyes and repeated sneezing attacks. You are more likely to get hayfever if there is a history of allergies in your family, particularly asthma or eczema. If you feel your hayfever is not well controlled or you have symptoms speak to your local Pharmacist or make an appointment to discuss your symptoms with a GP or Practice Nurse.

Missed Appointments and DNA's (did not attend)

Do you feel frustrated when you cannot get an appointment? It's not our fault

In April **211 patients failed to attend** their appointment. They did not change or cancel their appointment. These wasted appointments **equate to over 1 full week** of appointments. During one week in May, **28 appointments** were unattended, of which **12** were appointments made on the day! An appointment **you** could have utilised. All appointments are recorded onto the patient's clinical record, therefore all DNA's are recorded too. Other than request patients to cancel unwanted appointments and publish these results there is very little else we can do. It's really down to the patients themselves.

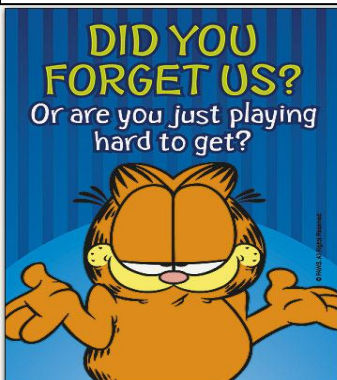
The effect of wasted appointments: An increase in waiting time for appointments

- Frustration for both staff and patients
- A waste of NHS resources
- A potential risk to the health of patients

Patients can register for SystmOnline which means appointments can be made and **cancelled**, repeat prescriptions ordered, 24 hours a day and all from the comfort of home. Ask to be registered.

We appreciate there can be many reasons why patients fail to attend appointments - they feel better, they are scared, transport problems or they simply forget.

DON'T FORGET - DNA'S COST TIME & MONEY - KEEP IT OR CANCEL IT!



SIGN UP FOR OUR NEW TEXT MESSAGING SERVICE!

We have the facility to use the above services to contact you. These may be used to notify you of your appointment time and date, flu clinic dates and other health related information. All we need is your consent to contact you via this method. Please ask for a form or download a copy from our website and hand in to our Reception. Your details will not be shared with any other organisation.