



# HAWTHORN MEDICAL PRACTICE

## PATIENT NEWSLETTER

SPRING 2017

### SOCIAL MEDIA – FACEBOOK, NHS CHOICES, TWITTER

Social media has become an increasingly popular — and a very useful — part of the Internet. Social media maintains friend and family contact, allows us to 'share' photographs and good news but it also has the capacity to destroy reputations, break relationships and often for every story you read there is always a beginning, middle and an end but unfortunately we often only hear only one chapter. Before you know it your post has gone 'viral', been shared thousands of times and still the story remains untold.

If you have a problem with our Practice, staff, GP's, treatment or have any concerns whatsoever regarding your care, we would appreciate you contacting us so that we can investigate and hopefully put right your concerns and explain why some things can't be done within a Practice setting. Please don't take to social media to vent your frustration and anger, if we don't know there's a problem we can't help to sort it.

You tell us the beginning of the story, we can help explain the middle and hopefully we can both agree on and understand the end.

### Eat well, feel fitter, live longer

No matter your age or your previous eating habits, it's never too late to change your diet and improve the way you think and feel. Improving your diet now can help you:

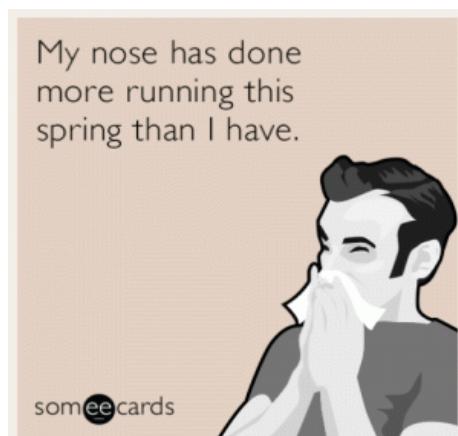
**Live longer and stronger** – Good nutrition boosts immunity, fights illness-causing toxins, keeps weight in check, and reduces the risk of heart disease, stroke, high blood pressure, type-2 diabetes, bone loss, and cancer.

**Sharpen your mind** – People who eat fruit, leafy veggies, and fish and nuts packed with omega-3 fatty acids can improve focus and decrease their risk of Alzheimer's disease.

**Feel better** – Wholesome meals give you more energy and help you look better, resulting in a boost to your mood and self-esteem. It's all connected—when your body feels good you feel happier inside and out.

Eating healthily doesn't cost the earth – invest in a slow cooker and you can make inexpensive soups, use cheaper cuts of lean meat which, cooked slowly, is just as tender. Buy fruits in season, don't cook in fat – even roast potatoes can be cooked without fat!

**Water** – As we age, some of us are prone to dehydration because our sense of thirst may not be as sharp. Remember to sip water regularly to avoid urinary tract infections, constipation, and even confusion.



### Help us to communicate with you

We are working very hard to ensure we can communicate with all our patients effectively, clearly and we need you to tell us if:

- You require information in large print
- You have a hearing difficulty
- You have a sight problem
- You have speech difficulty

Please speak to one of our Receptionists who will be happy to help.



## Contact Details



Please keep your contact details up to date. If you change your mobile number, landline, email address and/or address then please contact us and we can update your record.

### **RECEPTIONISTS?? ..... IT'S NONE OF THEIR BUSINESS!!**

Our Receptionists are well trained and a very important part of Hawthorn's team. They are not being nosy when they ask for specific information regarding your health; they are simply carrying out "Doctor's orders". Receptionists are asked to collect brief information from patients in order to ensure each patient receives the right level of care, to direct the patient to the appropriate healthcare professional (GP, Nurse, Nurse Practitioner) and/or help the Duty Doctor prioritise urgent calls.

The forward view within General Practice is to increase the 'signposting' that Receptionists undertake as it is known to help free up GP time.

Like all our staff, Receptionists are trained in and bound by the confidentiality rules. Any breach of confidentiality is taken very seriously and dealt with appropriately.

Please do not be offended if a Receptionist asks questions when you ring for an appointment. They are doing their very best to help, often under difficult circumstances, but if the matter is private and you do not wish to say then politely decline and this will be respected. Thank you for your patience and understanding.

#### **Why is it so difficult to get an appointment with you these days? .....**

A question we are often asked or criticized on. However, this is a national problem due to increased number of consultations, reduced levels of funding, increased levels of complex care and a lack of new medics wanting to join the profession dependent upon area.

We are fortunate to have a full complement of GPs who provide good quality and safe care whilst still trying to meet Government targets and strict regulatory standards. Our CQC report clarifies the good work we try to do on a daily basis.

We ask patients to help us by keeping their appointments, to let us know if they are unable or no longer want to attend so that we can free up an appointment for another patient to use.

We have no magic wand just a willingness and determination to do our best under any circumstances.

#### **COUGHS AND SNEEZES SPREAD DISEASES**

This may well be an old public health slogan from the 1940's but the sentiment is still the same today. A sneeze generates a wind of 100 mph and a cough moves out at 60 mph. Imagine how many people can be infected with one cough or sneeze – be considerate to others, don't share your germs. 😊

#### **INFECTION CONTROL STATEMENT**

A full audit of all aspects of infection control was carried out in November 2016 and full compliance was noted, with the exception of some chairs and floorings needing to be replaced.

All staff have completed annual infection control and hand wash training and received 100% compliance. Good hand hygiene is essential for infection control.

The CQC noted in their report that there are good standards of hygiene and cleanliness, and appropriate measures in place for maintaining these standards.



**Sign up to our SMS text messaging service and receive a text message to remind you about your booked appointment. Simple and easy to use, confidential, free!**

### MENTAL HEALTH – MYTHS AND FACTS

**Myth:** Mental health problems are very rare.

**Fact:** 1 in 4 people will experience a mental health problem in any given year.

**Myth:** People with mental illness aren't able to work.

**Fact:** We probably all work with someone experiencing a mental health problem.

**Myth:** Young people just go through ups and downs as part of puberty, it's nothing.

**Fact:** 1 in 10 young people will experience a mental health problem.

**Myth:** Alcohol and drugs help when you have a mental health problem

**Fact:** Alcohol and drugs have an adverse effect and can leave you feeling more depressed and anxious

### Changes to prescription ordering via Pharmcies

Some of you will already be aware of the changes to ordering of repeat prescriptions that the Lincolnshire Clinical Commissioning Groups have recently announced.

As of the beginning of December the ordering of repeat medication via Pharmacies is being phased out. Repeat medications now need to be ordered directly with the Practice. Repeat medication can be ordered via the following means:

1. In person at the surgery, preferably by completing the white part of the prescription
2. Online. This will require patients to be registered for our online services. This needs to be done in the surgery (please bring proof of ID) but once done will enable patients to book and cancel appointments online and order repeat medication.
3. Via telephone – Please call our dedicated prescription ordering line . **Telephone between the hours of 9am - 12noon and 2pm to 4.30pm**

Wasted medicine cost the NHS a vast amount of money each year which could be used to help other patients. Also, stocks of out of date medicines held in homes can pose a risk. Please do not stock pile and only order your medicines when they are truly needed.



# BE COMPUTER SAVVY – STAY SAFE ON-LINE

Internet safety is just as important for adults as it is for children and teens, especially as we get older and more vulnerable. Here are some useful tips:

## Keep Your Personal Information Private

The Internet is full of opportunities to share personal information, but this can make you vulnerable to identity theft, cyberstalking, and other issues. The following tips can help you stay safe.

- **Consider What You Share in Profiles**

On social networking sites, it's common to include a lot of information on your profile. From your employer to your religious views, think twice before you put it out on the web. Make sure the information you share is suitable for all eyes.

- **Think About Photos Before Sharing**

Sharing photos can be a great way to connect with friends and family, but they can also make you vulnerable. Before sharing a picture, take a few minutes to examine the background for details. Be sure you fuzz out our crop photos that show your house address, your car license plate, and other information people could use to find you.

- **Watch Out for Phishing**

Phishing is a common trick used by identity thieves to gain your personal information. This crime involves sending e-mails or creating sites that appear to be from a legitimate company and asking you to confirm personal information such as bank account numbers, passwords, birth dates, or addresses. Paypal and Ebay are two of the most common targets for phishing scams. Before adding any personal information, contact the supposed site directly to see if they have been trying to contact you. Most reputable sites will not contact you in this way.

- **Keep an Eye on Accounts**

If you use a credit card for online shopping, be sure to keep a close eye on the account activity. If you notice purchases that you haven't made, contact your card company immediately.

- **Be Aware of Your Internet Presence**

Everything you do on the Internet is apparent to other users, and you should be aware of what they are seeing. In cases of cyberstalking and identity theft, someone could use your name and information to create damaging profiles or post public messages.

- **Report Identity Theft**

When they think of Internet safety, adults most often consider identity theft a top priority. Identity thieves can use the information they find online to drain your bank account and ruin your credit rating. In some cases, the damage caused by identity theft may even harm your future employment prospects-especially if you work in an industry that regularly does credit checks for all job applicants.

## Stay Vigilant at All Times

A lapse in attention can lead you to automatically click on a link or open an email attachment that may put your computer or your information at risk. Staying vigilant can help you stay safe.

## Think Before Opening Email Attachments

Don't open email attachments from people you don't know. These attachments may contain viruses or other malware. Additionally, think twice before you open an attachment from someone you do know. If it doesn't sound like something your friend might send you, email him or her separately to find out if it's legitimate.

## Keep Your Virus Software Up to Date

Install virus protection software and a firewall. Check for updates regularly.

## Watch for Fraud

The global nature of the Internet has brought new life to scams. Some of the most common forms of Internet fraud include the following:

- Online auctions site postings that feature non-existent or falsely represented merchandise
- Financial scams targeting consumers with poor credit who are tricked into paying upfront fees in hopes of receiving credit cards or personal loans
- Phony sweepstakes offers asking for payment to claim a prize that doesn't really exist

**Please note: Hawthorn Medical Practice does not sell your details and will not share any medical information to third parties without your consent.**