

# Whitemoor Newsletter



Contact details: 01773 880099  
[www.whitemoormedicalcentre-belper.co.uk](http://www.whitemoormedicalcentre-belper.co.uk)

## Do you practice self-care?

Sometimes everybody needs to ask for help from the experts and that is what our doctors and nurses are here for. However at particularly busy times of the year, like winter, where more people are asking for help it can create real pressure on the NHS and this is where self-care comes in.

### So what is self-care?

Self-care refers to the actions we can all take to recognise, treat and manage our own health. It's about doing small everyday things to keep yourself healthy and happy

### What are the advantages of self-care?

*It's quicker* – there is no need to wait for a GP appointment. You can buy the medicines you need over the counter at a pharmacy or supermarket for a host of minor illness such as coughs, cold sores, dry eyes, dry skin, headaches and indigestion.

*It's easier* – Many treatments can be brought without the need for a prescription, often for much less than a prescription charge.

*It's simple* – Advice about self-care for a whole range of symptoms is available online. You can also call into any pharmacy for advice on the best treatment for your minor illness

*It's considerate* – Self-care helps relieve pressures on GP practices, A&E and helps make sure that the people who need expert advice the most have the access they need to the doctors and nurses who can provide that help

### What should I do if I am trying to self-care but my symptoms persist?

If you look up your illness on [www.nhs.uk](http://www.nhs.uk) it will tell you how long your symptoms normally last. If your symptoms are lasting more than you would have expected – and remember things like a cold can last for up to 2 weeks – then this is the time to seek further advice from NHS 111, your pharmacist or your GP surgery.



## Patient Feedback: Help shape your practice!

Most of the feedback we receive from patients is really positive but we know there are some things we could get better at. Help us do this by joining our independent Patient Participation Group (PPG). They meet once every couple of months and GPs and practice managers are always present to discuss and try and resolve general service issues for patients.

New members are always welcome – so just ask at reception for more details!

## The Winter top 10 health tips to keep you safe and protect others.

1. Protect yourself and your loved ones by getting your flu jab. Those eligible for a free jab are people who are at more risk of serious complications from flu, these are; children and adults under 65 with long term conditions, the over 65s, carers and pregnant women.
2. If you've got a cold, you don't need to go to the GP You can usually look after yourself by resting, drinking plenty of fluids to avoid dehydration and avoiding strenuous activity. Painkillers such as ibuprofen or paracetamol can relieve aches and pains.
3. Prevent Norovirus or Winter Vomiting Bug spreading Don't go to the doctor or the hospital, because Norovirus is contagious and the doctor can't do anything while you have it. Avoid public places whilst unwell and for 72 hours after symptoms cease. Ask for help if symptoms last longer than a few days or you already have a serious illness.
4. Make sure your medicine cabinet is stocked up to help you to treat yourself. Always keep medicines out of reach of children.
5. Get your repeat prescriptions in good time before the holidays Your GP surgery will be closed on Bank Holidays and not all pharmacies will be fully open, so make sure you pick up repeat prescriptions in advance – but don't order things you don't need.
6. Make good use of pharmacies who can provide advice as well as over the counter remedies and can help you decide whether or not you need to see a doctor.
7. Need a same day response from your GP? Phone early in the day to alert them, this will give them more time to assess your concerns.
8. If you think you need to see a doctor but your surgery is closed or you can't get an appointment, just phone 111. You can call 111 for advice 24 hours a day, 365 days a year, and it's free. Don't forget A&E is only for life threatening emergencies
9. Keep warm - try to heat your main living room to around 18-21°C (64-70°F) and the rest of the house to at least 16°C (61°F).
10. Eat healthily Food is a vital source of energy for everyone and helps to keep your body warm. Plenty of fruit and vegetables will do the trick

## Next patient Meeting

Patient Participation Group (PPG) meetings have returned to their normal face-to-face format.

This return to normal has increased attendance and we are pleased that our 2 new members have been able to attend.

The next meeting will be the Annual General Meeting, which will take place on Wednesday 05 January 2022.

**Contact the surgery if you would like to attend**

## PPG News

*The PPG have been talking to the practice about appointment levels over recent months. There is good news: total patient appointments have returned to pre-Covid levels.*

*In the last 8 weeks (@17<sup>th</sup> November 2021) there have been 10665 appointments of which 6220 were face-to-face and 5758 of those were with a GP. 4728 of these appointments were arranged for the same day on which the request was received.*

*Whitemoor has 12603 registered patients and 8 GPs. These GPs are paid to supply 50 sessions per week. A session being half a day.*

*Although there has been some delay in giving winter flu vaccinations, compared to a normal year, the practice is confident that its winter flu vaccination programme will be completed by Christmas, as usual.*

If you have any comments or suggestions for the newsletter please let us know.