



Hall Grove Group Practice Newsletter



www.hallgrovesurgery.co.uk

January 2019

Welcome to the
January Edition of
the Hall Grove Group
Practice Newsletter!

**If you cannot attend
your appointment
please cancel it as it
can be used by
someone else**

You can book, check,
and cancel
appointments using the
automated phone line.

If not done so already
you can book
appointments and
request repeat
medications using on-
line access. Please ask
at reception to arrange
this.

Useful Telephone Numbers

Appointments (Hall Grove)	01707 328528
Appointments (Parkway)	01707 332233
Emergency House Call Line	01707 323355
'111' out of hours advice and GP line	111
Lister Hospital	01438 314333
Patient Transport (QEII, Lister & Hertford)	034560 51208
CCG (previously the PCT)	01707 685000

Not too late for the Flu Vaccination!

If you are entitled to have a flu jab but not yet had it,
please book with one of our nurses.

The Flu is different to a normal viral cold and people in
'at risk' groups (eg over 65, certain long term conditions,
pregnancy at any stage) are more at risk of serious
complications (eg Pneumonia) if they catch it.

The Flu vaccination is available from other providers,
with the aim of increasing the number of entitled people
who get the jab each year. However, this risks us losing
some of the vital funding to pay our staff. If you can
have the **vaccination with us** please try and do so if
possible. Thank you.

Don't be shy, save your life with the poo test!

The national screening programme for detecting bowel
cancer early involves everyone aged 60 to 74 years of age
being sent a kit every 2 years. Bowel cancer can cause
microscopic blood to be released and this can be detected
in stool samples. To complete the screening use the kit to
take samples of three bowel motions and then send it in
the envelope provided.

We have had several people who have had an early
cancer detected with the kit. This may have saved their
lives.

For more information, including to request a kit if you
did not return it last time, **call the free bowel cancer
screening helpline on 0800 707 60 60.**

Even though this is so easy to do and could save their
life many people do not send back the kits.

Please do not be squeamish, save your life instead.

Changes to appointments

Since the automated appointments system was introduced we have never been happy that people have had to stay up until midnight to book an urgent appointment for the next morning. The software company we use have now managed to change this so that on-line and automated-phone **urgent appointments** for that day will **open at 7am** from now on.

We are also trying to make it easier for people to book **follow up** appointments with the **same doctor**. This is extremely important for good clinical care. From February doctors will have phone appointments in the afternoon that can only be used for follow-up of an on-going issue. In most situations face to face appointments would only be required if you are likely to need to be examined.

If you need a follow-up appointment regarding an issue you were recently seen for please speak to our receptionists about this. Try to avoid using a book on the day appointment as you will probably see someone different.

When to consider antibiotics

The way we assess if a person's infection might benefit from antibiotics is to assess how unwell the person is and apply research evidence to their problem. For example, generally a person is unlikely to benefit from antibiotics if there is no fever present as **no fever** suggests that the infection is **no longer active**.

Research trials often calculate the **number of patients needed to treat** with the antibiotic to make a difference to **one person**. For example: for **sinusitis 15 people** need to be given antibiotics for just **1 of those people** to get better **one day quicker** (but would still have got better without antibiotics); for **sore throats 90% are better after 1 week** with or without antibiotics, **6 people** have to be given antibiotics for **1 person** to get better **half a day** sooner!

These illnesses often **last longer** than people realise: for **coughs**, the **average time to continue coughing is 3 weeks**, whether or not antibiotics were given. **50% of colds** are better after 7 days but **10% are still going at 2 weeks**; **50% of earaches are gone after 3 days** (so use pain relief and try to delay coming in unless very unwell with it). Antibiotics are not more likely to work because a person is very busy, or because they are going holiday!

This guidance may not apply to certain groups, such as those with long term medical conditions, eg COPD or Diabetes. Also be aware sometimes antibiotics are required, such as Pneumonia and worsening skin infections.