



Practice Newsletter

Summer 2016

PRACTICE NURSE KERENA O'BRIEN



It is with great sadness that we share some news with you regarding our Lead Nurse Kerena O'Brien. Kerena sadly passed away in April after a long and brave fight with metastatic breast cancer. She had been working at the practice for ten years and before that as a matron in a local nursing home. She was promoted to the position of Lead Practice Nurse in 2014 and was instrumental in helping to ensure that we achieved our recent "Good" award in our CQC inspection.

Kerena was popular and valued for her kind nature and sense of fun by colleagues and patients alike. She was an inspiration to us all in the positive way she dealt with her illness and we will miss her enormously.

ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication

support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss.

It is of particular relevance to individuals who are blind, deaf, deafblind and / or who have a learning disability, although it will support anyone with information or communication needs relating to a disability, impairment or sensory loss, for example people who have aphasia, autism or a mental health condition which affects their ability to communicate.

The Standard applies to service providers across the NHS and adult social care system, and it specifically aims to improve the quality and safety of care received by individuals with information and communication needs, and their ability to be involved in autonomous decision-making about their health, care and wellbeing.

We will be asking patients about their individual communication needs upon registration with the practice. If you are already registered with us and have any communication needs we are not already aware of please let us know.



ANTIBIOTIC AWARENESS

Antibiotics are important medicines for treating bacterial infections in both humans and animals. However, bacteria can adapt and find ways to survive the effects of an antibiotic.

This means antibiotics are losing their effectiveness at an increasing rate. The more we use antibiotics, the greater the chance bacteria will become resistant to them and they can no longer be used to treat infections. Antibiotic resistance is one of the most significant threats to patients' safety in Europe. It is driven by overusing antibiotics and prescribing them inappropriately.

To slow down the development of antibiotic resistance, it is important to use antibiotics in the right way – to use the right drug, at the right dose, at the right time, for the right duration. Antibiotics should be taken as prescribed, and not saved for later or shared with others.

Antibiotics are only effective in bacterial infections and will not treat a viral illness. Coughs, colds and flu type illnesses are caused by viruses and will not resolve any quicker by using antibiotics. Most people will recover from a cough or cold without any prescribed medication within two weeks. If needed, you may find effective symptom relief from products easily available over the counter in pharmacies or supermarkets.

TEST RESULTS

Please be aware we do not routinely contact patients following blood tests when the results come back as normal or needing no action.

You should ring the practice for the result of your blood test approximately one week after your test and the receptionist will be able to read any comment or interpretation the ordering clinician has made.

It is important that you call the practice for your results.

MINOR AILMENTS SERVICE

Your Pharmacist can offer NHS treatment for the following conditions:

*-Athlete's foot -cold sores -hay fever
-threadworm -head lice -diarrhoea -
warts & verrucae -haemorrhoids (piles)
-insect bites & stings -thrush*

A variety of treatments are offered free of charge to those who qualify for free NHS prescriptions. If you pay for your prescriptions many of the products are also cheaper to buy over the counter than to have on prescription.

Local pharmacies offering this service

- Lloyds pharmacy
- Morrison's pharmacy
- Old School pharmacy
- Boots at East Gate
- Well pharmacy

PATIENT GROUP MEETINGS

Our Patient Group is open to any registered patient at this practice. We meet quarterly and use this time to discuss practice specific developments, NHS campaigns, changes to the GP service and also to invite guest speakers along to give talks on topics of interest.

We have had presentations in the past on subjects including:

- Responsible use of antibiotics
- The Brisdoc/111 Out of Hours Service
- How best to take your medicines – pharmacist
- Support for Carers
- Healthier lifestyle choices
- Patient Confidentiality and record sharing
- Bristol Diabetes Support Group

Our next meeting is due to take place on Wednesday 8th June at 6pm in the Seminar Room at Fishponds Primary Care Centre.

Future dates are Wednesday 7th September and Wednesday 7th December both at 6pm.