

# OLD COULSDON MEDICAL PRACTICE



## NEWSLETTER December 2019

### Christmas Closures

The practice will be closed on the following days:

Wednesday 25<sup>th</sup> December – Xmas Day  
Thursday 26<sup>th</sup> December – Boxing Day  
Wednesday 1<sup>st</sup> January 2020 New Year's Day

Patients are advised to request repeat prescriptions by Thursday, 19<sup>th</sup> December to allow pharmacists sufficient time to dispense medication before the Christmas Holiday.

During the holiday period, if you need medical assistance the Purley Hub will be open between 8am – 8pm daily.

### Technology enables Deaf people to access NHS 111

Technology is enabling the Deaf community to access NHS 111 when they need medical help urgently. Using a computer and webcam, or the InterpreterNow app on a smartphone or tablet, Deaf people can make a video call to a British Sign Language interpreter. The interpreter then telephones an NHS 111 adviser and relays the conversation.

Help us to spread the word and encourage Deaf people to download the app or have the URL in their browser for when they have an urgent care need.

### Try the new NHS App

If you are a patient at our practice you can use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use Patient Access you can continue to use it. You can use the NHS App as well.

For more information, go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

### What to do when you feel a cold sore coming on

Cold sores are extremely common, especially in the colder months, and they're nothing to be embarrassed about. As soon as you notice the signs of an outbreak, start treatment to minimise your pain and speed up healing. The sooner you start treatment, the more effective it will be.

In the vast majority of cases you can care for cold sores at home by using over-the-counter remedies; the pharmacist will advise you. From that very first sensation of tingling or pain, make sure to take precautions to look after yourself and those around you to avoid passing on the virus.

### 100,000 more people to be given a Personal Health Budget

A change in the law effective from the 2<sup>nd</sup> December 2019 enables everyone eligible for an NHS wheelchair and people who require after care services under section 117 of the Mental Health Act to have access to a Personal Health Budget. The PHBs are planned and agreed between the individuals and clinician giving people greater choice, flexibility and control over their health and care support. PHBs can be spent on for example:

- Specially adapted wheelchair to maximise independence
- A choice of personal care assistant who can be trained to meet the needs of the individual's needs

- Exercise classes to help maintain a healthy lifestyle, gain confidence and reduce stress.

### **Osteoporosis Presentation**

Dr Rizwan Rajak, clinical lead for Osteoporosis and Metabolic Bone Health and Rheumatology Musculoskeletal Ultrasound in the Croydon Health Service and NHS Trust, will be giving a presentation in March 2020. The date will be advertised in January.

Osteoporosis can affect both men and women. Statistically, women are more prone to developing osteoporosis.

If you would like to be notified of the presentation date when known, email [haveyoursay1@live.co.uk](mailto:haveyoursay1@live.co.uk)

### **Carer's Assessments**

A Carer's Assessment is an assessment of your needs as a Carer. The assessment looks at how caring impacts your life, such as physical, mental and emotional health, and whether you are willing or able to continue caring.

If you care for someone in the London Borough of Croydon, Croydon Council is responsible for your Carer's Assessment. The Council has commissioned Carer's Assessments for adult carers of adults resident in Croydon (aged 18 or older) to the Carers Information Service.

To request a Carer's Assessment, telephone 020 8663 5664 (direct line), email [assessments@carersinfo.org.uk](mailto:assessments@carersinfo.org.uk).

### **Carer's Support Group**

The Carer's Support Group meet informally at the practice to share experiences and information. If you are a Carer and would like to join us, the next meeting will take place on Thursday, 21<sup>st</sup> January from 2.00pm– 4.00pm in the practice meeting room.

If you require further information, contact 078717 02429.

### **Patient Experience**

The PPG will be undertaking a Patient Experience exercise in the practice commencing in January. This will be

voluntary by patients following their visit to the GP or Nurse. Information will be anonymous.

### **Sepsis Support Group**

Following the Sepsis presentations in October it came to light that Sepsis survivors would have liked to have attended a Support Group to share their experience and to aid recovery. In view of this, the PPG together with the four other PPGs in our Primary Care Network are looking into the possibility of a Sepsis Support Group being set up with the assistance of the Sepsis UK Trust. Further details in due course.

### **PPG Virtual Group**

The PPG would like to increase the membership of the Virtual Group. To become a member, you need to have an email address that will enable information to be sent you electronically.

If you would like to receive further information, email [haveyoursay1@live.co.uk](mailto:haveyoursay1@live.co.uk)

### **Where to go when the surgery is closed GP Hub**

Purley War Memorial Hospital  
856 Brighton Road, Purley, CR8 2YL  
Tel: 020 8401 3238

### **GP Hub Central Croydon**

East Croydon Medical Centre  
2 Brickwood Road, Croydon, CRO 6UL  
Tel: 020 8256 1046

### **GP Hub Parkway**

Parkway Health Centre, Parkway,  
New Addington, CRO OJA  
Tel: 01689 808810

The GP Hubs are open 8am – 8pm Monday – Sunday including all Bank Holidays.

If you think you may have a fracture you need to go straight to A & E.

**The Practice and the PPG wish you all a very Happy Christmas and Healthy New Year.**