



Gloucester Road Medical Centre Newsletter

Winter 2017



Welcome to our Winter Edition



Christmas Hampers

This surgery was invited to participate in the North Bristol Foodbank Christmas hamper project again this year. Surgery staff were asked to nominate patients who they considered might welcome some additional assistance at Christmas. Here is a photo of Community Resource Lead, Leah Harrison, delivering one of these hampers, and she was delighted to deliver a total of 10 hampers in our local community.

New Carers Group Meeting Starting in January

We are pleased to announce that we are setting up a new carers group for the surgery. We are doing this with the assistance of the Carer Support Centre and Community Navigators North Bristol. The meeting will comprise helpful advice and support for the 160 carers who are attached to this practice. We also hope that it will be a good opportunity for carers to meet over a cup of tea. This first meeting will be held on Thursday 25th January 2018 from 2.30pm until 4pm at the surgery. Please do let reception know if you are interested in joining us.



Patients who DNA

Did you know that 262 patients missed their appointments in November and 790 appointments were lost over the last three months.

Please do let us know if you cannot attend. The mobile phone text reminder facility does also enable you to send us a cancellation text

Dealing With Common Winter Illnesses

If you are normally healthy, many of the coughs, colds and minor illnesses that seem to happen more frequently during winter can be safely managed yourself. There's plenty of advice about dealing with common winter illnesses from the NHS on their [Stay well this winter](#) website and you can also talk to your local pharmacist. We would also like to remind our patients that our urgent care service, provided by both GPs and nurses, is available daily to offer advice and triage to patients who are unwell. We ask patients to contact us initially by telephone and we will provide face to face appointments for patients who need to be seen that day.

FLU

Flu affects people in different ways. If you are healthy you will usually shake it off within a week. Flu vaccination is offered free of charge on the NHS to people who are at most at risk from the effects of flu. This is to protect them from catching flu and developing serious complications. We are pleased to note that our practice patient uptake for the adult and child flu jabs has been very good this year, but we will be pleased to provide a jab to any qualifying patient who has not had one, i.e. patients over 65, in an at risk health category, or currently pregnant.

'Young People Friendly'

Good news!

We have been recredited as a **Young People Friendly** practice.

This means that the Young People's Public Health Team, based at City Hall, have further recognised our commitment to improving the health of our young people, and their good experience of services at GRMC. We try to increase young people's confidence and skills in using our services and reassure them that they will receive a friendly, understanding welcome to a confidential service. We are happy to listen without a parent or guardian, if they would like to talk to a doctor or nurse alone. We have a large number of young patients registered with us and we are always pleased to see them if and when they need us.

Online Proxy Access to Medical Records

The medical record online proxy access facility allows parents, family members, carers and care home staff to have access to their patients' online services accounts, in order to book appointments, request repeat medication and where applicable - view their medical record. Some patients may already have some access for family members, however there are new age restrictions that may affect their access. We will provide more information on this shortly.

Staff Update

Dr Anne Mitchell is planning to take a short sabbatical and will be away in February and March 2018. Her patients will be looked after by Dr Ronan O'Connell whilst she is away.

Dr Kirsten Smith is now back with us, following the arrival of baby Imogen, and is pleased to catch up with all her patients.

Dr Rhian Hiles has just had a baby boy and will now be away until August 2018.

Deputy Practice Manager, Mrs Hayley Dicorato, is expecting her first baby at the end of December and we are pleased to welcome Mrs Nina Brown, who will be taking care of us during her absence.



Lab Samples

Please be advised that we cannot accept any samples for the laboratory during our Saturday opening hours. We unfortunately do not have a collection from the hospital transport service on this day and any sample left with us will need to be redone.

Ear Care

Gloucester Road Medical Centre no longer offers routine ear irrigation (syringing), as evidence suggests this procedure may not be as safe as we thought. Although our ear irrigation service is always undertaken by trained staff, this can result in inflamed and infected ear canals. We understand that irrigation should rarely be necessary. The most effective way to manage ear canal blockage due to wax or debris is the application of ear drops and/or olive oil, which should disperse excessive wax and regular application will prevent the buildup of wax. Brand names you may have heard of include Earex, Earol, Cerumol and Otex (there are others). These are available from your local pharmacy or large supermarket. Please note: these are not available on prescription. If after **4 weeks** you still feel you have blocked ears then please call the surgery to request a call back from one of the nurses.

If at any time you are experiencing pain, worsening deafness or an unpleasant smelling discharge you should stop using the drops and consult a doctor or nurse at the surgery.

Gloucester Road Medical Centre is now on Facebook - www.facebook.com/grmc.nhs



Please keep an eye on our website for up-to-date information about the practice:
www.grmc.nhs.uk