

You may be grateful for a chaperone

If you are about to have an intimate examination or procedure, you may prefer to have someone with you. It can be quite reassuring to have someone you know – or just someone – close by at such a time.

You are entitled to have someone – we call them a chaperone – present in such appropriate circumstances. The chaperone may be a family member or friend, or you may prefer to have a member of staff present with you.

If you would like a chaperone present during your consultation, please tell the Reception team when you arrive at the surgery for your appointment or make the GP or nurse aware that you need someone when you see them.

When something happens, these people know where to go – do you?



Self Care	Many illnesses and injuries can be treated at home. Ensure you are well stocked with <ul style="list-style-type: none"> • Paracetamol • Anti-diarrhoeal medicine • Rehydration mixture • Indigestion remedy • Plasters; and • A Thermometer
Pharmacy	For confidential medical help and advice.
GP Surgery	For minor illnesses and injuries that are not life threatening
Call 111	when you need urgent medical treatment but it is not life threatening, if the surgery is not open or you can't get an appointment. 111 provides a confidential health service, advice and information 24 hours a day. If necessary, you will be directed to the best place to get treatment.
Minor Injuries Unit	For injuries that are not serious or life threatening.
A&E	For life threatening emergencies only.

Answers to the *Where to go* quiz, below.

1. Choking chest pain, blacking out or blood loss	A&E
2. Cuts, strains, itches or sprains	If you need help quickly or suddenly feel ill but are not a 999 emergency use a Mi-Walk-in Centre.
3. Vomiting, ear pain, sore tummy or injury that won't go away, back ache	When you have an illness or contact the surgery for an appointment.
4. Diarrhoea, runny nose, painful cough or headache	For advice on common medicines to treat them, use a pharmacy.

Let's try a short quiz. **Where do you think you should go for each of the following?** Answers at the top of the page.

1. Choking pain, blacking out or blood loss.	
2. Cuts, strains, itches or sprains.	
3. Vomiting, ear pain, sore tummy or back ache.	
4. Diarrhoea, runny nose, painful cough or headache	

Opening Hours	
Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	07.00-20.00
Thursday	07.00-20.00
Friday	08.00 – 18.30
Saturday	CLOSED
Sunday	CLOSED

Please note

The Reception Desk is **open at lunchtime** between 1 pm & 2 pm daily but the telephone is **closed**.

New to the Brook Lane Team



I'm Heather [Rodgers] and I am very pleased and excited to join the team at Brook Lane. I moved to the South Coast with my husband in 2007 from Lancaster where I worked in Accident and Emergency. Since living here, I worked mostly in urgent/emergency care before joining general practice in 2014.

My nursing background is very varied but I started initially in Hampshire working as Police custody Nurse before joining the Ambulance service providing rapid assessment to patients. Following this, I completed a further degree at Portsmouth University in Emergency Care and worked for two years in minor injuries. After adding to our family I worked as a Clinical manager at Southampton General Hospital where I was part of the hospital management structure for day-to-day running of the site.

I soon realised I missed the face to face contact with patients and headed into primary care. I have been involved in this arm of the NHS for just over two years, completing my independent nurse prescribing qualification. I very much enjoy general practice and particularly like the continuity of care which it allows.

Outside of work I am a keen runner and have completed a number of marathons. I also love to spend time with my young family.

You will see, therefore, that it's important to make sure that you and your children are up-to-date with the MMR vaccination. You can find out more about the vaccine along with measles, mumps and rubella online at <http://www.nhs.uk/conditions/vaccinations/pages/mmr-vaccine.aspx>.

Please note: although it is now rare for people to develop measles, mumps and rubella, the conditions become less rare when people refuse to have the vaccination! In other words, it is easy to think that the vaccine is no longer necessary because measles, mumps and rubella are now rare. However, when people stop being vaccinated, measles, mumps and rubella start to reappear. It is the vaccination that keeps them away.



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Reduce the Measles, Mumps and German Measles risk

MMR is a safe and effective vaccine that protects against three separate illnesses – measles, mumps and rubella (which is also known as German measles) – in a single injection. The full course of MMR vaccination requires two doses.

Measles, mumps and rubella are highly infectious conditions that can result in (for example) meningitis, and swelling of the brain (encephalitis), from which you can die, and deafness.

They can also lead to problems in pregnancy that affect the unborn baby and can lead to miscarriage.

Since the MMR vaccine was introduced in 1988, it's rare for children in the UK to develop these serious conditions. However, outbreaks do occur and there has been an increase in the number of cases of measles in recent years.

Are you flu safe?

It's almost that time of year again when we start thinking of flu jabs. In fact, our first appointment for jabs this year is 24 September.

Inevitably, some of us who really should have a jab, wonder if we really need one this year and others of us who would like a jab are not really entitled to one – not a free one, anyway.

Here are some of the things that people think along with the truth of the matter.

What we might think	The truth
Healthy people don't get seasonal flu.	<i>Not true.</i> Anyone can pick up the virus, including healthy people
Flu is a mild illness so I don't need to be vaccinated.	<i>Not true.</i> For some, flu is just unpleasant but, worldwide, there will be about 5 million severe cases and about 1/2 million deaths.
The side effects of the vaccination are really bad.	<i>Not true.</i> Side effects are usually mild or non-existent. There can be a slight soreness and occasionally some aching muscles – at the worst, a slightly raised temperature.
I've had a flu vaccine before so I don't need it again.	<i>Not true.</i> The flu virus usually changes every year so you need a flu jab every year.
I've had the flu already this autumn, so I don't need the vaccination this year.	<i>Not true.</i> Flu is caused by several viruses so you will be immune to only one – if it actually was flu that you had. It could have been something else.

Who is entitled to a free flu jab?

The injected flu vaccine – as opposed to a nasal (nose) spray – is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you


- are 65 years of age or over
- are pregnant
- have certain medical conditions

- are very overweight
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a front-line health and social care worker. It is your employer's responsibility to arrange vaccination for you


Why we should wash our hands after blowing our nose or sneezing

When we have a cold or flu, it's annoying having to wash our hands every time we come into contact with our nose or an infected tissue but, if we don't, we can pass our cold or flu on to someone else just by touching them or by touching something that they then touch.


HOW LONG DO FLU GERMS SURVIVE?



HARD SURFACE:
24 HOURS



TISSUE:
15 MINUTES



HANDS:
5 MINUTES

So it's worth taking 30 seconds to wash our hands if it will help to save every member of our family from suffering what we are going through, isn't it?

Would you recommend us to your friends and family?

The NHS *Friends and Family Test* (FFT) was created to help people like GPs and hospitals to find out if their patients are happy with the way they are being treated. It's quick and you don't have to give your name when giving us your views after receiving any NHS care or treatment.

Since its launch in 2013, more than 10 million patients have provided feedback. The *Friends and Family Test* has been introduced into most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care and more.

You can provide us with feedback about the service we provide by using a tablet that is available in the waiting room. Alternatively, you can do it using a pen and paper, if you prefer!

Your Medical Records Online

While you can also look at your medical record, which can occasionally be quite useful. For example, about three days after having a blood test you can check to see your results without having to ring the surgery. Don't worry,

we will always ring you if your doctor spots a possible problem in the results. With thousands of records to keep up to date we have been known to make the occasional mistake (fortunately, nothing serious) so if you spot a mistake, please let us know.

Are we making sense?

It may sound obvious, but if we speak to you or write to you, we want you to understand us! However, this does not always happen. Naturally, different people have different requirements.

For example, someone with an eyesight problem might require letters from us in large print, while someone who is blind could require communications in Braille. Similarly, someone with a hearing problem might be in need of a British Sign Language interpreter when visiting a doctor or nurse.

We want to get better at communicating with you, our patients. We want to make sure you can read and understand the information we send you so, if you find it hard to read our letters or if you need someone to support you at appointments, *please let us know.*

We want to know if

- you need information in Braille, large print or easy read
- you need a British Sign

Language interpreter or advocate

- if we can assist you to lip-read or use a hearing aid or communication tool.

If you do need our assistance, please tell the receptionist when you arrive for your next appointment or let us know by calling us on 01489 575191.

This information will be recorded on your medical record and highlighted to make sure your communication needs are easily drawn to our attention.

We may share this information with other NHS and adult social care providers so that they too can provide you with all the support you need.

If you happen to know someone who is unable to read this article, please would you tell them that help is available? They only have to ask.

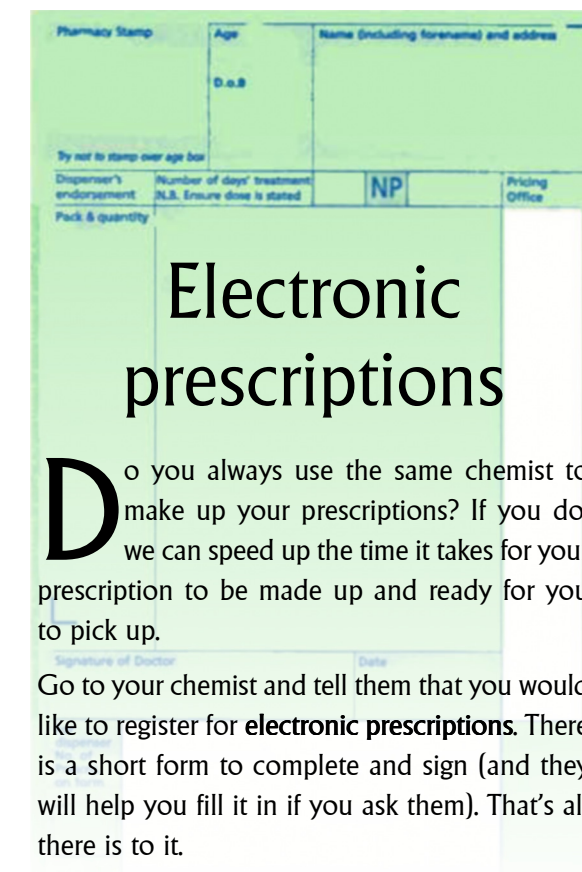
Ask for a leaflet if you would like more information.

Appointments

If you make an appointment but are then unable to keep it, *please* telephone the surgery to cancel it as soon as you can. We will *never* criticise you for cancelling an appointment; in fact, we shall be very grateful because someone else will be able to make use of that appointment.

Online Facility

Did you know that you can book appointments and also order repeat prescriptions online? There is a free app for your tablet or phone. This facility also allows you to cancel appointments (and it thanks you when you do!). Please ask at Reception for details.



Do you always use the same chemist to make up your prescriptions? If you do, we can speed up the time it takes for your prescription to be made up and ready for you to pick up.

Go to your chemist and tell them that you would like to register for **electronic prescriptions**. There is a short form to complete and sign (and they will help you fill it in if you ask them). That's all there is to it.

The next time a prescription is written for you, your GP will say, "Your prescription has been sent to your chemist," and you will not have to take a piece of paper round to the chemist and wait for it to be made up. Instead, everything should be waiting for you to pick up!

So why not give it a try? You can always change your mind later if you don't like it or if you want to use a different chemist.