



Boultham Park Medical Practice

Newsletter

Spring Edition 2020

Editorial

Welcome to this Spring edition of the Boultham Park Medical Practice newsletter which contains lots of useful information. You are welcome to take a copy home with you. However, an electronic copy is also available on the Boultham Park Medical Centre webpage for you to download.

Of course, with Christmas now behind us and Spring in the air, now is the time that many of us are trying to keep with our New Year resolutions which, for many, is trying to live a healthier lifestyle. A change of diet or giving up smoking are two options we usually choose and some of us also join the local sports centre. This normally means we have to pay out on annual memberships which for some, is too expensive! And let's be honest - how many of us have paid our annual membership to only visit the gym once or twice! There are cheaper alternatives like the Boultham Park run.

For those of you who like a little brain stimulation, there is a Sudoku puzzle to try out. Look for 'Keeping the Mind Active'.

Also – look out for our PPG Facebook page which contains useful information too.



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Boultham Park Run



What is the Lincoln park run?

It is a 5km run around Boultham Park which is just over 3 miles. That's three times round the park.

When is it?

Every Saturday morning starting at 9:00 am.

What does it cost to join?

Nothing!. It's free but you do have to register before your first run and bring a printed copy of your personal barcode. Go to the website for more information and to register.

<https://www.parkrun.org.uk/lincoln/>

How fast do you have to be?

Everyone goes for their own enjoyment. Many run but there are many people who walk the route. But the best thing is that everyone is very supportive. Young, old, fitness fanatics and those just starting out.

Supported by Volunteers.

The parkrun is able to exist because of the excellent support of their volunteers. They line the course so you can't get lost, check you in and through the finish line and give you shouts of support as you go around the course. Every week you will receive an email with your time so you can keep tabs on how you are improving.

You have nothing to lose – it is free and will help you towards that healthier lifestyle!





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Coronavirus

You cannot help but to have heard about the global outbreak of Coronavirus. Please observe nation guidance which is being updated regularly by Public Health England.

If you have travelled to a part of the world affected by Coronavirus or have been in close contact with someone who has, and you believe you are developing the symptoms below, please immediately self-isolate yourself, avoid public places and call NHS111 for advice and guidance.

Please do NOT come to the GP surgery and do NOT go to the hospital. NHS111 will provide you with the necessary guidance. **SEE NOTICES ON LATER PAGES OF THIS NEWSLETTER**

Vaccinations – by Nurse Jessica Petcher

After clean drinking water, vaccinations are the most effective public health intervention in the world. Vaccines save lives!

Within the last few years there have been many more cases of measles within the country including several cases within Lincolnshire! The uptake of parents bringing their children for their **MMR** (measles, mumps and rubella) vaccine has decreased over the last 5 years. Measles is a potentially fatal disease to young children so it is **VERY** important that children are vaccinated to not only protect themselves but to keep other children safe too. If you have any concerns surrounding your child's immunisations, both Nurse Katie and I are more than happy to have a chat with you to discuss these concerns.

We also know that many people may find it difficult finding time to attend the surgery to bring their child for their immunisations around their busy lives. We will always try and be flexible to offer an appointment that suits you -- **including late appointments on a Tuesday evening!**

We understand that it may be stressful and upsetting for many parents bringing their child for their immunisations but we want to reassure you we will spend time to make the experience as comfortable as possible to ensure that your child is protected against potentially serious diseases.



You may well have heard that there is a significant increase nationally in the number of cases of Mumps being reported. The majority of these cases are in patients who did not receive the full programme of the MMR vaccines. Mumps is painful and can cause some significant health problems. If you have not received the protection for a full course of MMR vaccinations, please contact the surgery for an appointment with the Practice Nurses.



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Mumps

The symptoms of mumps usually develop 14 to 25 days after becoming infected with the mumps virus (this delay is known as the incubation period). The average incubation period is around 17 days.



Swelling of the parotid glands is the most common symptom of mumps. The parotid glands are a pair of glands responsible for producing saliva. They're located in either side of your face, just below your ears.

Both glands are usually affected by the swelling, although sometimes only one gland is affected. The swelling can cause pain, tenderness and difficulty with swallowing.

More general symptoms often develop a few days before the parotid glands swell. These can include: headache, joint pain, feeling sick, dry mouth, mild abdominal pain

- feeling tired
- loss of appetite
- a high temperature (fever) of 38C (100.4F), or above

In about 1 in 3 cases, mumps doesn't cause any noticeable symptoms.

When to seek medical advice

If you suspect mumps, it's important to call your GP.

While the infection isn't usually serious, mumps has similar symptoms to other, more serious infections, such as glandular fever and tonsillitis. It's always best to visit your GP so they can confirm (or rule out) a diagnosis of mumps.

It's also important to let your GP know in advance if you're coming to the surgery so they can take any necessary precautions to avoid the spread of infection.

Who's affected

Most cases of mumps occur in young adults (usually born between 1980 and 1990) who did not receive the MMR vaccine as part of their childhood vaccination schedule or did not have mumps as a child.

Once you have been infected by the mumps virus, you normally develop a life-long immunity to further infection.



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Measles

Measles is a highly infectious viral illness that can be very unpleasant and sometimes lead to serious complications.

Anyone can get measles if they have not been vaccinated or have not had it before, although it's most common in young children.

Is measles serious?

Measles can be unpleasant but will usually pass in about 7 to 10 days without causing any further problems. Once you have had measles, your body builds up resistance (immunity) to the virus and it's highly unlikely you'll get it again.



But it can lead to serious and potentially life-threatening complications in some people. These include infections of the lungs ([pneumonia](#)) and brain ([encephalitis](#))

Cervical screening – By Nurse Katie Vick

It is estimated that cervical screening in the UK saves around 5000 lives a year, yet still 1 in 3 women do not take up their invite for cervical screening. Some of the most common reasons for not doing so are embarrassment, fear of it being painful and the belief that no symptoms means they don't need to attend.

As a nurse team at Boultham Park Surgery, we see around 20-30 ladies a week for their test, which over many years of doing this job equates to a lot of ladies! We are very aware that some ladies find the very thought of cervical screening as embarrassing but honestly there is nothing to worry about - there is no normal or abnormal and we don't care whether you have shaved your legs or you are wearing your Bridget Jones knickers. Please don't let these things put you off, we would urge you to come and have it done regardless; we are nurses and we really have seen it all and we will do our very best to put you at ease.

The screening test itself only takes a few minutes and can potentially have a huge impact on the rest of your life. Cervical cancer doesn't always produce symptoms, and sometimes not until it is too late. By having your cervical screening, it allows us to pick up any changes early.

Cervical cancer is preventable if caught early enough.

The vast majority of women will tell you that the tests are not painful at all but may just be a little uncomfortable. We can always use a smaller speculum if this is something that worries you or you have had a bad experience before, please just ask. We will tailor your appointment to you.

If you have any questions or just want to talk about what it involves, please do not hesitate to book an appointment with either Val, Katie or Jess at the surgery and we will happily discuss any worries or queries that you may have. Now we have more nurses we can provide more flexibility in appointment times so when you get your invite please don't put it off. If you've previously had an invite and ignored it, please think again and come and see us.



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Social Prescribing

Not all health needs require a health professional. Lots of factors can combine to create health problems but need the root cause to be treated rather than the symptoms they cause. Social isolation, poor housing, financial issues, personal relationship problems can all manifest themselves into health problems but doctors often aren't the solution and are often poorly placed to help. This is where Social Prescribing can help.

Social Prescribing can often help the following :

- Anyone over the age of 18
- A person who has given their consent to the referral
- A person who is actively willing to engage in self-care/self-help activities
- A person who has been identified as requiring a non-clinical service
- Someone who is classed as having mild-moderate frailty
- Someone who is struggling in one way or another to manage some of their social issues
- Someone whose medical needs are managed or stable, including their physical and mental health, but who have other social needs and would benefit from support.

We do have a Social Prescriber who works in the surgery on a fortnightly basis. Please ask at reception if you feel an appointment may be of benefit to you or alternatively visit their website at : www.voluntarycentreservices.org.uk/social-prescribing

Parking

The surgery is increasingly busy and car parking is at times at a premium. We do ask that people do NOT use the surgery car park when using the local shops or visiting the park. The surgery car park is a private car park solely for the use of people using the surgery with a few car parking slots for those using the community hub. We are not a public car park.

Additionally, with the new bungalows now built and occupied behind the surgery, the side road is increasingly in use. Please do not park on the side road – it is double yellow lines. Finally, please do not pull your vehicles onto the pavements. This causes access problems for pedestrians and also caused the kerbs to become damaged which then causes further access issues , especially for those patients with mobility problems.

The Practice had to spend nearly £5000 having the pavements repaired / replaced last year and we do ask that all drivers are courteous and considerate when parking /waiting.



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Patients not attending appointments

PLEASE HELP US TO HELP YOU

To the vast majority of our patients who attend their appointments on time, we would like to say thank you - it really does make a difference.

Unfortunately, we do also have an increasing number of patients who are failing to attend their appointments without giving us sufficient notice to offer them to other patients.

This is particularly difficult for us to manage when on the one hand people complain that they cannot get an appointment but then on the other hand, we lost 2043 appointments in the last calendar year due to people not attending pre-booked appointments.

Please also give a little thought to our staff who often provide additional clinics just to try and meet demand and offer a good service, it really is frustrating patients fail to attend and we know that time could be better used for someone who really does need the appointment. You'd also be surprised by how many people book appointments on the same day and still fail to attend!

Please do help us to help you and maximise the number of appointments we are able to offer – please either attend your appointment on time or give us the maximum amount of notice if you need to cancel.

Thank you.





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Pocket Guide to Health Services

As always, we are asking people to use NHS services sensibly.

A lot of people attend the hospital Accident and Emergency Department with non-urgent issues that perhaps could be solved more easily, and without the wait by using other services more appropriately. Similarly, people often come to the surgery with routine coughs, colds and other self-limiting conditions that don't need a doctor or nurse.



Your Health Service POCKET GUIDE

Be prepared	Treat aches, pains, coughs and colds at home. Stock up your medicine cabinet including pain killers, antihistamines, anti-diarrhoea and indigestion medicine. Order repeat prescriptions in plenty of time. Keep all medication, plasters, bandages and thermometers away from children.	
Pharmacy	Pharmacies offer health advice and treatment for allergies, constipation, cold and flu symptoms, earache, fever, thrush and healthy lifestyles. A visit to the pharmacy could save you a trip to the GP.	
Call NHS111	Need health advice? Unsure which health service you need? Call NHS111 which is available 24 hours, seven days a week. Calls are free from mobiles and landlines. Typetalk number is 18001 111 or visit www.nhs.uk/111	
Minor illness and injuries	For treatment of burns, cuts, sprains, wounds or infections, without an appointment, visit your nearest minor injuries unit or urgent care centre, seven days a week. Details can be found on www.nhs.uk	
GP	If symptoms don't improve, or get worse, call or visit your GP practice to access a healthcare professional for treatment or referrals.	
A&E or 999	For critical and life-threatening situation including acute fits, loss of consciousness, heavy blood loss and severe chest pain visit your nearest A&E or call 999. A&E is Accident and Emergency not Anything and Everything	

Helping you choose the right health service in Lincolnshire





Changes to Prescription Issue

We are changing how prescriptions are issued. A new national system is being rolled out, called ETP4 (electronic transfer of prescriptions version 4) and this will start to be used in Lincoln from the beginning of March. This means now that instead of being issued with a signed prescription, patients will either be given a 'token' prescription or the prescription will be sent directly to a nominated pharmacy. The 'token' prescription, normally issued when you are face to face with a doctor or nurse practitioner, will not be physically signed but will have an electronic authorisation which the pharmacies will scan and then issue medication. It is far more secure and helps track prescriptions and makes the process of prescriptions much more efficient and cost effective for the NHS.

We are increasingly moving to the electronic issuing of repeat prescriptions and sending them directly to the pharmacy rather than printing them and waiting for them to be collected. There is little need now for prescriptions now to be collected by hand. Sending prescriptions electronically from the doctor's desk directly to a patient's nominated pharmacy saves unnecessary trips to the surgery by patients to collect them and helps avoid unnecessary queues at reception. The electronic authorising and sending of prescriptions are also cheaper for the surgery and more importantly, quicker and easier for the doctors and helps take away unnecessary admin work for them which in turn releases their time for more important work. We will be asking patients who currently collect their prescriptions from the surgery to nominate a pharmacy of their choice so we can send them directly. Patients can easily change their nominated pharmacy either by letting us know or going to their new pharmacy of choice and asking them to change your nomination. Once this is done, we can then send the prescription to your new nominated pharmacy – this can be almost any pharmacy in England.

Ordering of prescriptions.

Please remember that we cannot accept the third party ordering of prescriptions. Patients cannot use pharmacies or other organisations to send us requests for their medication. Prescription Requests must be submitted either from you online account, in writing or by using your repeat medication list on the right hand side of your prescription / token. By far the easier, quickest and most secure way of ordering repeat medication is via our online service. Details on how to register for online services are available at reception.

Please also check the prescription slip given to you either in the surgery or by the pharmacy it may well have important information included that you will need to act upon.





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Carers

The Practice is currently looking at how we can better help those of our patients who are unpaid carers or young carers. We are currently reviewing our register of patient we have recorded as being a carer but overtime coding has changed and does not always accurately reflect whether our patients ARE a carer or whether they HAVE a carer. We also know the carer status of people can be changed due to individual circumstances. We are currently working to achieve the Lincolnshire Carers Quality Award and as we review our registers, we will be contacting people who we believe are unpaid carers and asking to confirm whether or not this still applies.

Who looks after the Carers?

Support for unpaid Carers - Who is a Carer?

Do you look after a relative or friend who due to ill health, physical or mental illness, disability, frailty or addiction cannot manage without your support? Then you are a Carer and may want to talk to someone about your caring role and any support needs you many have.

Anyone can become a Carer. Carers come from all walks of life, all cultures and can be any age.

A young Carer is someone under the age of 18.

Please speak to a member if the Practice Team. Our Staff will be happy to assist you regards services available. These include:

LINCOLNSHIRE CARERS SERVICE

Lincolnshire County Council's Customer Service Centre and Carers FIRST working in partnership to deliver the Lincolnshire Carers Service.

Tel 01522 782224

(Adult and Young Adult Carers)

LINCOLNSHIRE COUNTY COUNCIL YOUNG CARERS TEAM

Tel 01522 553275

(Young Carers under 18)

OUT OF HOURS DUTY TEAM

Tel 01522 782333





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Steps 2 Change

steps2change is a free NHS service providing a range of talking therapies for problems like depression and anxiety. If you feel that your daily life is being affected by stress, anxiety or depression, then we are here to help.

steps2change provides talking therapies for people 16 years and older experiencing problems with anxiety, depression, stress, and offers help with issues like bereavement or the impact of a traumatic event.

If you feel that you would like to access talking therapies you don't need to make an appointment with your GP or healthcare professional. You can self-refer to our service by either:

- Completing an online self-referral : <https://www.lpft.nhs.uk/steps2change/home>
- Filling in a self-referral form and emailing back to SPA - lincs.spa@nhs.net
- Calling our Single Point of Access on 0303 123 4000 to request a form

If you are under the age of 16 please visit our CAMHS website or telephone 01522 309777 to speak to Healthy Minds.

Please note that steps2change Lincolnshire is for mild to moderate mental health problems and cannot provide an urgent/emergency service. If you feel you are at risk of harming yourself, or someone else please contact your GP, attend the nearest A&E department or call 999 as a matter of urgency.

Antibiotics

Please do NOT expect your doctor / nurse to routinely prescribe antibiotics.

Antibiotics are used to treat or prevent some types of **bacterial infection**. They work by killing bacteria or preventing them from spreading. But they do not work for everything. Many mild bacterial infections get better on their own without using antibiotics.

Antibiotics **do not work for viral infections** such as colds and flu, and most coughs and sore throats. Antibiotics are no longer routinely used to treat:

- Chest infections
- Ear infections in children
- Sore throats

When it comes to antibiotics, take your doctor's advice on whether you need them or not. Antibiotic resistance is a big problem – taking antibiotics when you do not need them can mean they will not work for you in the future. So please do not try and pressure your doctor into prescribing them unnecessarily.

When antibiotics are needed

Antibiotics may be used to treat bacterial infections that:

- Are unlikely to clear up without antibiotics
- Could infect others
- Could take too long to clear without treatment
- Carry a risk of more serious complications



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People at a high risk of infection may also be given antibiotics as a precaution, known as antibiotic prophylaxis.



HM Government



CORONAVIRUS

If you have been to an affected place
in the last 14 days

or

had contact with somebody
with Coronavirus,

and

do you have any of these symptoms?



Cough



Fever



Shortness of
breath

If yes, to protect yourself and others please
go home and search 'nhs coronavirus'
for advice and to access the 111 online
coronavirus service or call NHS 111.

Find out more at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)





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Coughs and sneezes spread diseases



always carry
tissues



cover your
coughs and
sneezes



throw used
tissues in
a bin



always clean
your hands

Stop germs spreading



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hw | lincs

Proud to deliver
healthwatch
Lincolnshire



Have you got what it takes to help drive our charity forward?

Since April 2013 HWLincs has achieved success with the delivery of the Healthwatch Lincolnshire contract and to build on this success we are now moving to a new phase in our charity's development.

To help us to capitalise on this success and develop our charity's reach into new areas we are seeking people interested in joining our board.

Whilst we are always keen to hear from anyone attracted to the role of Trustee, we are currently looking for people with specific skills including **accounting and finance, legal and HR, marketing and communications, contract management and strategy.**

Wonder what a Trustee looks like just...



...Look in the mirror

For more information or to have an informal chat please contact HWLincs Chief Executive Officer Sarah Fletcher by email sarah@hwlincs.co.uk or telephone HWLincs main office on 01205 820892 or Sarah's mobile 07436 582000



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Boultham Library

Boultham Library – Volunteers needed

The library is open 9am till 5pm on Monday and Wednesday and we're really keen to find more volunteer librarians and cleaners.

People interested in volunteering can email info@ignitelincoln.co.uk or call 01522681334.

