



Boultham Park Medical Practice

Newsletter

Spring Edition 2023

Editorial

Welcome to this Spring 2023 edition of the Boultham Park Medical Practice newsletter which we encourage you to read as it contains useful information, some of which you may not be aware of. 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.

I hope that the Coronation Weekend was enjoyed by all, particularly as we had a long bank holiday weekend. No doubt, there were many celebrations such as street parties and fetes during this time and hopefully the weather was kind to you. At least the Sunday was warm and sunny!

In the content of this Newsletter there are lots of hyper-links to webpages where more help can be found. These links are coloured in Blue. Just click on them to go to the relevant webpage.

Finally, I would like to ask if anyone is interested in supporting the Boultham Park Medical Practice by joining the Patient Participation Group to please contact Kristy Perkins. There is more information about the PPG on the surgery webpage.

Also, we are always looking for people to join the Patient Reference Group too.

Do not forget to check out our surgery Facebook and web page for more useful information.

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Focus on Health and Well-being



We all know there are ongoing capacity issues within the NHS, the vast majority of which are caused by a complex mix of issues and are generally beyond the ability of any one individual, or in many cases even individual organisations working together, to resolve.

These are highly complex problems borne of issues over many decades and in most cases are not problems that can be overcome overnight, and it isn't all just about money.

Taking the politics out of it, there is **one big thing** we can all do to help the NHS and help reduce demand on the system and that is to look after ourselves and our families better and be conscious of the impacts on our health our lifestyles have.

This issue of our newsletter has a focus on health and well-being and also on how to use the NHS more wisely when we need it. Not every ailment needs a doctor or nurse but when they do, if everyone uses the system properly, we will all have a better chance of appointments being available when we really need them. Please do read just a little of how we can all better look after ourselves and our families better, and when the time does come to use the NHS, please make sure you know where to go first so that you get the help you need while at the same time using the NHS resources appropriately.

We hope that you find this newsletter informative and useful. As always, we are grateful for any feedback or if you have a request for information that will be widely useful across all our patients, please do let us know and we can then try to include some useful information in future editions.

Once again, the thanks of the Practice go to Colin, our PPG Newsletter editor, for pulling this edition together for us.

Neil Hewson

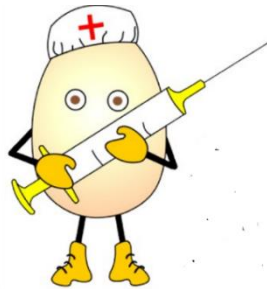


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COVID – Spring Booster 2023



We are now up and running with our Covid Spring Booster campaign. This will run up until the end of June 2023.

To be eligible patient will need to be in one of the following groups:

1. A resident in an older adult's care home setting (for our Practice this means those residents in either Altham Court Nursing Home or Boultham Park House)
2. Be aged 75 or over by the end of Jun 2023
3. Be in one of the severely immunocompromised groups – we will contact you.

We will deliver the campaign over the coming weeks. We have already vaccinated the vast majority of this in our care homes that wanted the vaccine and will revisit the homes again shortly for those who still want the vaccine but were unable to have it during our first visits.

Our first clinic in the Practice for those aged over 75 is Sat 29 April and this is already fully booked.

We ran our first clinic for the immunocompromised on the afternoon of Tue 02 May 2023

Further clinics for patient aged 75 and over will be run in the Practice on Tuesday afternoons from 16 May 2023.

We are working through our lists of eligible patients so please be assured we will contact everyone eligible in due course. However, if patients don't wish to wait for the clinics at the Practice, walk in clinics are available at Weighing Rooms, LN1 1SE from 24 April 2023 – please book via 119 or through the NBS [Book, cancel or change a COVID-19 vaccination appointment - NHS \(www.nhs.uk\)](#).

If you have booked an appointment with us and then decide to go to the weighing rooms, please let us know so we can cancel your appointment at the Practice to avoid wasting our time/appointments.



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Childhood and Teenage Vaccinations



We still have a surprising number of parents who don't get their children vaccinated. This may be for a variety of reasons, but we urge those who are reluctant to do so, to think of the consequences, not just for themselves but for their children if they aren't vaccinated and are then unlucky enough to contract some of these very unpleasant diseases.

It is not our job or intention to cajole you into making these decisions but if you have concerns, please do ask for an appointment with one of our Practice nurses who can talk you through the reasons for the vaccinations, and how the process works. We do childhood vaccinations at pretty much anytime we are open and have nurse appointments available.

There is evidence to suggest that vaccine uptake has dropped since Covid occurred and as a result there has been some re-emergence of some of these diseases which can be debilitating and have longer term effects. Eg This is serious as measles can lead to life-threatening complications like meningitis, and mumps can cause hearing loss.

Why Vaccinations are Safe and Important

Vaccines are the most effective way to prevent infectious diseases. The following pages explain how vaccines work, what they contain and the most common side effects.

Important: Be aware of anti-vaccine stories

Anti-vaccine stories are often spread online through social media



They may not be based on scientific evidence and could put your child at risk of a serious illness





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Vaccines:

Do:

- Protect you and your child from many serious and potentially deadly diseases
- Protect other people in your community – by helping to stop diseases spreading to people who cannot have vaccines
- Undergo rigorous safety testing before being introduced – they're also constantly monitored for side effects after being introduced
- Sometimes cause mild side effects that will not last long – you may feel a bit unwell and have a sore arm for 2 or 3 days
- Reduce or even get rid of some diseases – if enough people are vaccinated

Don't:

- Cause autism – studies have found no evidence of a link between the MMR vaccine and autism
- Overload or weaken the immune system – it's safe to give children and adults several vaccines at a time and this reduces the number of injections needed
- Cause allergies or any other conditions – all the current evidence tells us that vaccinating is safer than not vaccinating
- Contain mercury (thiomersal)
- Contain any ingredients that cause harm in such small amounts – but speak to your doctor if you have any known allergies such as to eggs or gelatine

Why vaccines are important

- Vaccination is the most important thing we can do to protect ourselves and our children against ill health. They prevent up to 3 million deaths worldwide every year.
- Since vaccines were introduced in the UK, diseases like smallpox, polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely.
- Other diseases like measles and diphtheria have been reduced by up to 99.9% since their vaccines were introduced.
- However, if people stop having vaccines, it's possible for infectious diseases to quickly spread again.

The World Health Organization (WHO) has listed vaccine hesitancy as one of the biggest threats to global health. Vaccine hesitancy is where people with access to vaccines delay or refuse vaccination.



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Measles and Mumps in England

[Measles](#) and [mumps](#) are starting to appear again in England, even though the MMR vaccine is safe and protects against both diseases.

Measles cases nearly **doubled** between 2016 and 2018.

Mumps cases **tripled** between 2018 and 2020.

Measles and mumps cases in England

Year	Measles	Mumps
2016	526	573
2018	968	1061
2020	79	3215

This is serious as measles can lead to life-threatening complications like meningitis, and mumps can cause hearing loss.

Important:

If 95% of children receive the MMR vaccine, it is possible to get rid of measles. However, measles, mumps and rubella can quickly spread again if fewer than 90% of people are vaccinated.

How Vaccines Work

Vaccines teach your immune system how to create antibodies that protect you from diseases.

It's much safer for your immune system to learn this through vaccination than by catching the diseases and treating them. Once your immune system knows how to fight a disease, it can often protect you for many years.



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Herd Immunity

Having a vaccine also benefits your whole community through "herd immunity". If enough people are vaccinated, it's harder for the disease to spread to those people who cannot have vaccines. For example: People who are ill or have a weakened immune system.



Why vaccines are safe

All vaccines are thoroughly tested to make sure they will not harm you or your child. It often takes many years for a vaccine to make it through the trials and tests it needs to pass for approval.

Once a vaccine is being used in the UK, it's also monitored for any rare side effects by the [Medicines and Healthcare products Regulatory Agency \(MHRA\)](#).

Anyone can report a suspected side effect of vaccination to the MHRA through the [Yellow Card Scheme](#).

Information:

[Read about how vaccines are licensed, tested and monitored on the Oxford University Vaccine Knowledge Project website](#)



Who cannot have vaccines

There are very few people who cannot have vaccines. Generally, vaccines are only not suitable for:

- People who've had a [serious allergic reaction \(anaphylaxis\)](#) to a previous dose of the vaccine
- People who've had a serious allergic reaction to ingredients in the vaccine

People with weakened immune systems (For example: Because of cancer treatment or a health condition), may also not be able to have some vaccines. If you're not sure if you or your child can be vaccinated, check with a GP, practice nurse, health visitor or pharmacist.



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Side Effects of Vaccination

Most of the side effects of vaccination are mild and do not last long. The most common side effects of vaccination include:

- The area where the needle goes in looking red, swollen and feeling a bit sore for 2 to 3 days
- Babies or young children feeling a bit unwell or developing a [high temperature](#) for 1 or 2 days

Some children might also cry and be upset immediately after the injection. This is normal and they should feel better after a cuddle.

Allergic Reactions

It's rare for anyone to have a serious allergic reaction to a vaccination. If this does happen, it usually happens within minutes.

The person who vaccinates you or your child will be trained to deal with allergic reactions and treat them immediately. With prompt treatment, you or your child will make a good recovery.



[Read vaccination tips for parents, including what to expect after vaccination](#)

Speak to your GP or practice nurse if:

- You're worried about you or your child having a vaccine
- You're not sure if you or your child can have a vaccine

You could also ask a health visitor any questions you have about vaccines.



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Blood Pressure

Boultham Park Medical Practice investment

Around 30% of people in England have high blood pressure but many don't know it. If left untreated, high blood pressure increases your risk of heart attack or stroke. It is often referred to as a "silent killer".

Some of you many have seen in some healthcare waiting rooms, simple self-use blood pressure machines. We have been looking at these for a while now and have now made the investment not just in a simple device but in a comprehensive health monitoring system for use by our patients n our waiting room.

This system monitors not just blood pressure, but also height and weight to calculate BMI, and a pulse monitor. These measurements are used by the doctors and nurses for a variety of reasons and for monitoring a variety of conditions eg BMI and Blood pressure are monitored for reasons such as the safe prescribing of medications, monitoring the progress of self-care and in the management of disease such as sudden weight gain or loss (possible cancers) and diabetes and eligibility for vaccines such as the flu. The more up to date the information we hold the better when it comes to our ability to help you manage your health and well-being.

We are also aware that often patients just want an up-to-date height, weight, or blood pressure measurement and up until now, this has only been possible from us with an appointment.

With our recent investment and newly installed health monitoring system, patients can come and update their information when we are open at their convenience even without an appointment.

We are still in the process of fully integrating it with our clinical system but until that is complete, the system will provide a printout of the results that we ask patients to hand in either at reception (if they are doing these ad hoc without an appointment), or alternatively give to the doctor or nurse if they take their measurements while waiting for their appointment.

We hope patients will appreciate this significant investment and make the best use of it to help us keep your information up to date and accurate, and the ability to update this necessary information but with more patient convenience.

Good use of this new equipment by our patients should also help increase our nurse/healthcare assistant appointment capacity.



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Walking Football



Walking football has seen a huge surge in popularity in recent years, and we now have over 50 teams affiliated within Lincolnshire alone. Many people are now reaping the benefits of all that walking football has to offer, from physical & mental wellbeing advantages to the incredible social interaction aspect which walking football affords people too, it's a great tool for counteracting things like isolation & loneliness.

Here in Lincolnshire, we want to place health & wellbeing at the very centre of walking football, & I would love for walking football to become a non-medical referral option for appropriate patients to improve health and well-being.

We have a fantastic array of walking football clubs across Lincolnshire who have offers in place for those above the age of 50 years old, and cater for absolute beginners. To find out who your most local walking football club is, please visit -

<https://www.lincolnshirefa.com/players/ways-to-play/walking-football>

If you would like to explore this opportunity further or would like more information around how a local relationship with your walking football club can be established, please drop me an email and I will be more than happy to assist. That could be as simple as having local club flyers displayed on your notice board, or actively encouraging patients to try a local session! Jake.Park@lincolnshirefa.com





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Cervical Screening

Cervical screening can stop cancer before it starts. Don't ignore your invite and remind your loved ones to book theirs. For more information visit nhs.uk/cervicalscreening.

- Cervical screening (a smear test) checks the health of your cervix. The cervix is the opening to your womb from your vagina.
- It's not a test for cancer, it's a test to help prevent cancer.
- All women and people with a cervix aged 25 to 64 should be invited by letter.
- During the screening appointment, a small sample of cells will be taken from your cervix.
- The sample is checked for certain types of human papillomavirus (HPV) that can cause changes to the cells of your cervix. These are called "high risk" types of HPV.
- If these types of HPV are not found, you do not need any further tests.
- If these types of HPV are found, the sample is then checked for any changes in the cells of your cervix. These can then be treated before they get a chance to turn into cervical cancer.
- The nurse or doctor will tell you when you can expect your results letter.

Try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.

Boultham Park Medical Practice is part of the Apex Primary Care Network. One of the doctors within the network has produced a short, reassuring video, for those who are perhaps a little unsure about having this important screening test. We will send you a link when it is time for your invite, but you can also find the video at:

<https://vimeo.com/508850059>



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Gloji Energy Child Weight Management

Gloji Energy is a free child weight management programme which offers the children fun and engaging physical activity whilst the parents/carers learn about nutrition and healthy lifestyle advice. The activities planned are varied from trampolining, dodgeball, rock climbing, silent discos, roller skating and many more!

What can Gloji Energy provide?

- Provide families with the tools needed for long term health and happiness.
- Offer families fun, physical, interactive activities that will motivate, enable, and support families to adopt healthier habits and increase activity levels.

What will a Gloji Energy session look like?

- Fun 45 minutes of physical activity for the children each week.
- Weekly 1 hour parent/carer healthy lifestyle sessions, while children have fun. These sessions may include information on portion sizes, snacking, moving more, sleep, feeling good, food tasting sessions, meal planning and many more.
- Resources to help guide and support families every step of the way to make healthier lifestyle choices.

For more information and to get help use the following link:

[Gloji Energy for Children | Healthy Lifestyle Service | One You Lincolnshire](#)





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Parenting

New Parenting & Family Life Support Resources



Being a parent and family life can be challenging; there is lots of information out there about parent wellbeing and learning and looking into it all can feel like just another pressured 'to-do' on the list. We want to help by sharing with you The Conversation Stamford have produced filmed resources that take out the hard work and equip parents

with practical and realistic strategies to help improve their wellbeing and their children's. This is for anyone in a care-giving role or in a busy family set-up. The videos are available in separate links (see below) and all 20 mins. Perfect to absorb in a lunch or coffee break. You can access these alone, but you may find it helpful to buddy up with a colleague or two and discuss the content over a lunchtime. We would love to encourage a more supportive working parenting community. A more detailed description of the themes of the videos can be found if you click this link to the poster:



Conversation
Stamford Parenting w

Click on the relevant link to view the video:

Section 1 - Parts 1-3 below

[Supporting your child's mental health & emotional wellbeing Part 1](#)

[Supporting your child's mental health & emotional wellbeing Part 2](#)

[Supporting your child's mental health & emotional wellbeing Part 3](#)

Section 2 - Parts 1-3 below

[Supporting your teenager's mental health & emotional wellbeing Part 1](#)

[Supporting your teenager's mental health & emotional wellbeing Part 2](#)

[Supporting your teenager's mental health & emotional wellbeing Part 3](#)

Section 3 - Parts 1-3 below

[Laying the foundations for healthy relationships – Part 1](#)

[Laying the foundations for healthy relationships – Part 2](#)

[Laying the foundations for healthy relationships – Part 3](#)

Section 4 - Parts 1- 3 below

[Parenting Amidst Anxiety – Part 1](#)

[Parenting Amidst Anxiety – Part 2](#)

[Parenting Amidst Anxiety – Part 3](#)



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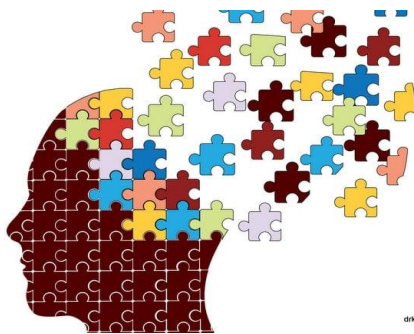
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WaitLess

The NHS across Lincolnshire has introduced a smartphone app, "WaitLess" which is designed to help people choose the least pressured urgent and emergency care services and to understand waiting times better.

The WaitLess app (available on smartphones) combines current waiting time, queue numbers and travel-time at urgent care facilities in the county. This displayed information helps people make an informed decision about where to seek the fastest treatment for minor illness and injuries. Along with this, the app displays all available pharmacies in the area as an alternative treatment option.

National Dementia Action Week



This year the week is 15th to 21st May. Increasing diagnosis rates is such an important issue that we're focusing on it again this year. Following a sustained drop in [dementia diagnosis](#) rates for the first time ever, research was undertaken to understand the key barriers and benefits to getting a diagnosis. As well as the misconception around [memory loss just being part of getting old](#), research found being in

denial, and referral times to specialists, are big barriers for those experiencing symptoms to seek a diagnosis.

Getting a diagnosis can be daunting, but we believe it's better to know and so do 91% of people affected by dementia. This Dementia Action Week nationally will involve more healthcare professionals and build on the success of the [symptoms checklist](#). By working together, we want to improve people's diagnosis experience and ensure they get a timely diagnosis.

If you are concerned about possible dementia in yourself or someone close to you, please consider using the checklist on the following page to capture information that may help when you discuss this with your doctor.



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My checklist for possible dementia symptoms



Name of person with symptoms: _____

Person's age: _____

Date: _____

The person named above has symptoms/noticed changes that are causing concern. I am:

the person

other (give name and relationship to the person)

I am worried that these symptoms could be signs of dementia and would like to discuss the impact of those ticked below with my GP (or health professional).



Memory and mental ability problems

Tick if affected by

Tick if impacting daily life

How long it's been happening

Memory loss – difficulty learning new information or forgetting recent events or people's names

Struggling to find the right word

Difficulty judging distances or mistaking reflections or patterns for other objects

Struggling to make decisions, or making careless or risky decisions

Losing track of time and dates

Asking the same question over again, or repeating phrases

Putting objects in unusual places



Problems with daily living activities

Struggling with tasks like paying bills, planning ahead, shopping

Difficulty getting enough sleep

Getting lost in familiar places



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Self-Care

Treat aches and pains, coughs and colds at home – stock your medicine cabinet with over-the-counter remedies.

We want to empower and encourage everyone to make self-care their everyday habit. Incorporating the practise of self-care into our everyday lives can help us to live as healthily as possible. And there's evidence that suggests being as healthy as we can also help us to better cope with life's challenges that come our way.

Let's think about how we live our lives and maybe make some small changes that will improve our health and wellbeing, and our family's. Those changes could mean looking at what we eat or drink, or how much exercise we do or how much sleep we are getting. They could be about our work-life balance, because staying connected to our friends and family is also vital to our wellbeing, and theirs.

Knowing what to do and where to go for help is an important part of practising self-care for life. Remember, it isn't just the GP practice that can help, pharmacies are also health experts. They are on every high street and can help with all sorts of ailments. Pharmacists can also signpost you to the right place for additional health advice or treatment. Find out more about [pharmacy services](#).



Keep a well-stocked medicine cabinet/first aid kit

Be prepared for common illnesses and injuries by keeping your medicine cabinet stocked all year round.

Check your medicine cabinet and first aid kit to make sure you have the essentials in your home so you can deal with minor accidents and injuries.

- Pain relief
- Antihistamines
- Oral rehydration salts
- Indigestion remedies
- Sunscreen
- First aid kit
- Thermometer to check for fever
- Range of bandages, plasters, elastic bandages and dressings
- Antiseptic cream



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Health Advice Online

Remember, [NHS 111 online](#) can also be a good resource for health advice for things that are not life-threatening. And the [NHS website](#) has lots of information on what steps to take to look after you and your family. The Self Care Forum also has some useful fact sheets you might like to download. Visit <https://www.selfcareforum.org/fact-sheets/>.

Start your journey to better health and wellbeing by visiting the following websites:

[One You Lincolnshire](#)

[Let's Move Lincolnshire](#)

[Better Health](#)

[Every Mind Matters](#)

The important thing to remember is, practising self-care is something we all need to do every day. For ourselves. For our families. And for the NHS.

Pharmacy

Visit your local pharmacy for advice on minor injuries, allergies, constipation, headaches, cold and flu symptoms and earache. They are your health expert on the high street! Pharmacists are experts in medicines who can help you with minor health concerns.

Find a pharmacy

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example, they will tell you if you need to see a GP, nurse or other healthcare professional.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice. Many pharmacies are open until late and at weekends. You do not need an appointment. Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

Information:

You can also get:

A [large print guide to problems a pharmacist can help with \(PDF, 236kb\)](#)

An [easy read guide to how a pharmacist can help \(PDF, 942kb\)](#)

A [British Sign Language \(BSL\) video guide to how a pharmacist can help](#)



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Help with Medicines

Pharmacists can answer your questions on prescription and over-the-counter medicines.

All pharmacies provide the following services:

- Dispensing of NHS prescriptions
- Access to the repeat prescription service (with agreement from your GP)
- An emergency supply of medicine, subject to the decision of the pharmacist (you may need to pay for an emergency supply)
- Non-prescription medicines like paracetamol
- Disposal of unwanted or out-of-date medicines
- Advice on treating minor health concerns and healthy living

Pharmacy Technicians can help with things like:

- Inhaler technique
- How to take a medicine safely
- Helping you understand the correct dose of a new medicine and how often you need to take it

Repeat prescriptions

Repeat prescriptions can be issued in two different ways:

- You order the prescription to be approved by a GP each time you need a refill.
- You order the prescription once and a GP approves a series of refills for you.

They are sent to the pharmacy automatically, so you do not need to order them each time. This is called electronic repeat dispensing. The GP surgery or pharmacy will let you know when you need to re-order your prescription.

In both cases, you can:

- Choose a specific pharmacy (nominated pharmacy) to collect your prescriptions from each time – call or contact the pharmacy online a few days before you run out of medicine to check your prescription is ready to collect
- Decide each time you're given a prescription where to collect it – you'll be given a paper copy with a barcode to take to any pharmacy in England, or the pharmacy can find your prescription using your NHS number.

As part of the repeat prescription service, the pharmacist will ask if you're having any problems or side effects with your medicines and, where appropriate, they can discuss this with you and your GP.



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Information:

You can order a repeat prescription online using:

- Online services or apps linked to your GP surgery
- Pharmacies that have an online repeat prescription service – you can search for these online

[See how to order repeat prescriptions online](#)

Minor illnesses

Pharmacies can give treatment advice about a range of common conditions and minor injuries, such as:

- Aches and pains
- Sore throat
- Coughs
- Colds
- Flu
- Earache
- Cystitis
- Skin rashes
- Teething
- Red eye



If you want to buy an over-the-counter medicine, the pharmacist and their team can help you choose. Antibiotics will not be available over the counter to treat minor conditions.

New Medicine Service

The New Medicine Service is available at pharmacies to give you extra help and advice if you're just starting on a new medicine for one of the following conditions:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Type 2 diabetes
- High blood pressure
- People who have been given a new blood-thinning medicine

[Learn more about the New Medicine Service](#)

Disposing of old medicines

If your medicine is out of date, unwanted, or some of it is left over after you have stopped taking it, do not put it in your household bin or flush it down the toilet. Instead, take it to your pharmacy to be disposed of safely.



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Other Pharmacy Services

Other services that may be available at your local pharmacy:

- You may be referred to a pharmacist for advice after contacting NHS 111 or a GP
- Emergency contraception
- Asthma inhaler use and advice
- Chlamydia screening and treatment
- Stop smoking service
- Blood pressure, cholesterol and blood sugar testing
- Substance misuse service, including needle and syringe exchange schemes
- Weight management service
- Flu vaccination

Out-of-Hours Service

Many pharmacies offer extended opening hours in the evenings and at weekends. Some are open until midnight or even later, even on public holidays.

[Find out about out-of-hours medicines](#)

Your GP Practice

GP Practices are open. Talk to your GP, nurse, or other healthcare professionals about symptoms that aren't going away. They can offer telephone, online or face-to-face appointments, depending on what your health concern is.

A range of healthcare professionals work alongside GPs at your local practice, to ensure you get the right care for your needs as quickly as possible, treat medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. Speak to your practice reception team to find out more. They focus on the health of the whole person combining physical, psychological and social aspects of care.

NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Get help online or on the phone 24 hours a day, 7 days a week

To get help, you can:

- Go to 111.nhs.uk (for people aged 5 and over only)
- Call 111

If you're Deaf and want to use the phone service, you can use the [British Sign Language service](#).

You can also call **18001 111** on a textphone.



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How NHS 111 works

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

You can ask for a translator if you need one. Depending on the situation you will:

- Find out what local service can help you
- Be connected to a nurse, emergency dentist, pharmacist or GP
- Get a face-to-face appointment if you need one
- Be given an arrival time if you need to go to A&E – this might mean you spend less time in A&E
- Be told how to get any medicine you need
- Get self-care advice

More information:

You can also can more information in alternative formats:

- A [large print guide to \(PDF, 1.8Mb\)](#)
- An [easy read guide to \(PDF, 1Mb\)](#)
- A [British Sign Language \(BSL\) video on YouTube](#)
- An [audio guide on SoundCloud](#)

Urgent Treatment Centres

You can visit your local Urgent Treatment Centre for sprains, fractures, minor burns and skin infections. Walk-in or bookable appointments available via NHS 111. They are always there to help you if you need urgent care.

You can go to an urgent treatment centre (UTC) if you need urgent medical attention, but it's not a life-threatening situation. Our Urgent Treatment Centres are at Boston, Gainsborough, Grantham, Lincoln, Louth, Peterborough and Skegness can help with a range of conditions including:

- Sprains and strains
- Suspected broken limbs
- Bites and stings
- Eye problems
- Feverish illness in adults and children
- Minor scalds and burns
- Emergency contraception.

[Find your local Urgent Treatment Centre](#)

Urgent Treatment Centres can offer bookable appointments, if appropriate for the patient's needs, by calling NHS 111, available 24/7.



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Accident and Emergency

If you have a medical emergency, dial 999. Accident and Emergency can help you if you suffer:

- A loss of consciousness
- Acute confused state and fits that are not stopping
- Chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe burns or scalds
- Severe allergic reactions
- Stroke
- Major trauma such as a road traffic accident

If you're not sure what to do

NHS 111 can help if you need urgent medical help or you're not sure what to do.

They will ask questions about your symptoms, so you get the help you need. If you need to go to A&E, NHS 111 will book an arrival time. This might mean you spend less time in A&E.

You can get help from 111.nhs.uk or call 111. It's available 24 hours a day, 7 days a week.

[Get help from 111.nhs.uk](https://111.nhs.uk)

Dental Treatment

For urgent dental treatment, please call your local NHS dental practice. For urgent care out-of-hours, visit [NHS 111 online](https://111.nhs.uk) or call 111.



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Mental Health Crisis Lines

If you're worried about your mental health, or experiencing a mental health crisis, call our 24/7 helplines. For adults, call 0800 001 4331 and for children and young people and their families, call 0800 2346342.

If you are feeling suicidal, it is important to talk to people about your feelings.

You can talk to:

- To a family member, friend or colleague – sharing how you feel can bring huge relief
- To a helpful advisor – by phoning in complete confidence and anonymity to a helpline such as the ones given below
- To your doctor – may be able to help you or signpost you to the help you need
- To your mental health care team – if you are already seeing a psychiatrist, psychologist or community psychiatric nurse

Mental Health Helpline

Telephone: 0800 001 4331(open 24/7)

If you're feeling low, anxious or stressed and you think that talking to another person may help you cope you can call the new mental health helpline in Lincolnshire which is open 24/7.

[Other helplines available when you want someone to talk to](#)

Children and young people

Call Lincolnshire Here4You line on 0800 234 6342 (open 24/7)

The advice line offers support for young people's emotional wellbeing and mental health. It is available to children, young people, parents, carers and professionals in Lincolnshire.

[More information about Here4You self-referral](#)

Local help in a mental health crisis

If you already use our mental health services, or care for someone who does, during office hours your first point of contact should be the person that you/they usually see (a care co-ordinator or named lead professional).

Their contact details, details of the care team are contained in your care plan. If you don't have these, you can contact our Single Point of Access Team on 0303 123 4000 to help you get in touch.

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If you have been discharged from mental health services in the last 12 months you will have been given as part of your discharge plan what to do if you experience deterioration in your mental health again. This will explain who to contact.

If you have not used our services before:

Call our Mental Health Helpline above for advice and support or you can self-refer to [steps2change our talking therapies service if you are over the age of 16 and feeling stressed, anxious, low in mood or depressed.](#)

During office hours, you can contact your general practitioner (GP). Your GP is your family doctor, the doctor you would normally see if you are ill or concerned about any aspect of your health. They will be able to refer you to the most appropriate mental health service in your area. If you don't have a GP, use [the NHS website to locate the nearest one to you.](#)

