

# Balmoral Surgery Newsletter



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## Partnership Change

The Practice is very sad to announce that our Senior Partner, Dr John Sharvill, has decided to retire from the Practice at the end of May next year. Dr Sharvill has been a Partner at Balmoral for 28 years and everyone at the Practice will be sad to see him go.

The Partners are actively planning for his successor, but it is likely that in the short term he may still have a role here.

## Book your 'flu vaccination now!

Patients can now book an appointment for a 'flu vaccination. If you usually have a 'flu vaccination, you do not need to wait for a letter. Any patient over 65 years old, pregnant ladies, carers and patients with the follow diseases are eligible for the vaccination;

- Chronic respiratory disease (e.g. COPD/Asthma)
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease (e.g. stroke, cerebral palsy or MS)
- Diabetes
- Immunosuppression

There is also a nasal 'flu vaccination which is being offered to children who are aged 2, 3, 4, or in Year 1 or 2 at school. Please speak to a receptionist if your child is eligible for this vaccination, and you would like to book an appointment.

# Myths surrounding flu and the flu vaccination

## 1. Having flu is just like having a heavy cold

A bad bout of flu is much worse than a heavy cold. Flu symptoms come on suddenly and sometimes severely. They include fever, chills, headaches and aching muscles, as well as a cough and sore throat. You're likely to spend two or three days in bed. If you get complications caused by flu, you could become seriously ill and have to go to hospital.

## 2. Having the flu vaccine gives you flu

No, it doesn't. The injected flu vaccine that is given to adults contains inactivated flu viruses, so it can't give you flu. Your arm may feel a bit sore where you were injected, and some people get a slight temperature and aching muscles for a couple of days afterwards, but other reactions are very rare.

The children's flu nasal spray vaccine contains live but weakened flu viruses that will not give your child flu.

## 3. Flu can be treated with antibiotics

No, it can't. Viruses cause flu, and antibiotics only work against bacteria. You may be prescribed antiviral medicines to treat your flu. Antivirals do not cure flu, but they can make you less infectious to others and reduce the length of time you may be ill. To be effective, antivirals have to be given within a day or two of your symptoms appearing. A bacterial infection may occur as a result of having the flu, in which case you may be given antibiotics.

## 4. Once you've had the flu vaccine, you're protected for life

No, you aren't. The viruses that cause flu can change every year, so you need a vaccination each year that matches the new viruses. The vaccine usually provides protection for the duration of the flu season that year.

## 5. I'm pregnant, so I shouldn't have the flu jab because it will affect my baby

You should have the vaccine whatever stage of pregnancy you are in. If you're pregnant, you could get very ill if you get flu, which could also be bad for your baby. Having the jab can also protect your baby against flu after they're born and during the early months of life.

## 6. The flu jab won't protect me against swine flu

Yes, it will. This year's flu vaccine protects against three different flu viruses, including the H1N1 swine flu virus. This is because the virus is expected to be circulating this year.

## 7. Children can't have the flu vaccine

Yes they can!

The nasal spray flu vaccine is recommended on the NHS for all healthy two, three and four-year-old children plus children in school years one and two. In addition, children "at risk" of serious illness if they catch the flu are eligible for a flu vaccine on the NHS. This includes children with a pre-existing illness such as a respiratory or neurological condition and children who are having treatment that weakens their immune system such as chemotherapy.

The flu vaccine is generally given to children aged 6 months to 2 years as an injection and to children aged 2 to 18 years as a nasal spray. The flu vaccine isn't suitable for babies under the age of six months.

## 8. I've had the flu already this autumn, so I don't need the vaccination this year

You do need it if you're in one of the risk groups.

As flu is caused by several viruses, you will only be protected by the immunity you developed naturally against one of them. You could go on to catch another strain, so it's recommended you have the jab even if you've recently had flu. Also, what you thought was flu could have been something else.

## 10. Vitamin C can prevent flu

No, it can't. Many people think that taking daily vitamin C supplements will stop them getting flu, but there's no evidence to prove this.

# Find out more about services in your area

## In-house services

Several times a week representatives from our Patient Forum Group will be in the Practice Waiting Area to promote in-house services that the Practice has available. If you would like to know more about what is available within your practice, please speak to one of the forum members. Also if you have something that you would like discussed at a Patient Forum meeting, but you are unable to attend yourself, you can ask one of the forum members to raise it at the next meeting and feed back to you.

## Carers' Support

A Carer is someone who, without payment provides help and support to a relative, friend or neighbour, who could not manage without their help due to physical or mental illness, addiction or disability. Becoming a Carer can happen to anyone at any time and affects people from all cultures and of all ages. Carers' Support — Canterbury, Dover & Thanet is a registered charity, set up in 2001 which provides access to support, information and services for Carers in the Canterbury, Dover and Thanet areas.

Starting on 5<sup>th</sup> November, Carer's Support will be providing a drop in session at Balmoral Surgery from 9am-11am on the first Thursday of every month. Patients can come to the surgery during this time to find out more about the service, or speak to someone from the service confidentially.

If you are unable to visit one of the drop in sessions, but would like to know more about this service please visit <http://www.carers-supportcdt.org.uk/>

## Age UK

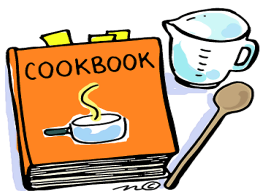
From 11<sup>th</sup> November, a member of staff from Age UK will be holding a drop in session at the surgery on a monthly basis. The drop in sessions will always be held from 9-11am on the second Wednesday of the month and all patients are welcome to attend. At these drop in sessions patients will be able to speak to someone about benefits that patients are entitled to, classes at the Age UK Centre and find out about other services that are provided at the Centre.

If you are unable to make one of these drop in sessions but would like to find out more about Age UK, based at Deal Retired Centre, you can visit their website <http://dcr.btck.co.uk/>

## Autumn Recipe – Rosemary roasted chicken with lemon and tomatoes

A one pan meal that makes a quick and delicious supper.

Serves: 6      Prep time: 25 minutes      Cook: 35 minutes



*12 boneless, skinless chicken thighs, 3 fresh rosemary stalks, ½ tsp paprika, ½ tsp flaked sea salt, oil for spraying or brushing, 2 medium onions cut into 12 wedges, 12 garlic cloves unpeeled and left whole, 1 lemon, 275g cherry tomatoes on the vine, ground black pepper*

Preheat the oven to 210 °C/Fan 190°C/Gas 6 ½. Remove the visible fat from each of the chicken thighs. Put the chicken thighs on a board and carefully slash each thigh 2-3 times with a knife. Strip the rosemary leaves off 2 stalks and finely chop – you should end up with around 2 teaspoons of chopped rosemary. Mix the paprika, chopped rosemary, salt and a few twists of ground pepper together in a bowl. Rub the herb seasoned salt into the thighs.

Spray or brush a medium roasting tin with oil. Put the onions and garlic in the tin and nestle the seasoned chicken pieces among them. Cut the lemon in half and squeeze the juice of half over the chicken. Chop the remaining lemon half into chunks and place the chunks around the chicken. Roughly remove the leaves from the remaining rosemary stalk and scatter the around the tin. Bake in the oven for 25 minutes, then place the tomatoes on top and cook for a further 10 minutes, or until the chicken is golden and cooked through.

Squeeze the garlic out of the skins as you eat and discard the skins. It should be deliciously soft and fragrant.

## Practice News

### Staff Training

Please note that Balmoral Surgery is closed from 1pm once a month to allow the doctors and staff to have protected learning time. These sessions are arranged by the South Kent Coast Clinical Commissioning Group and offer the opportunity for the Surgery Teams in our locality to get together for training purposes.

The dates of the next planned closures are as follows; 4/11/15 & 19/11/15

### Staff Changes

In September two of our part-time Medical Secretaries went on Maternity Leave.

We have a new secretary to cover their hours whilst they are on leave, Teresa Bagshaw and we wish her well for her time at Balmoral.

### Tell us what you think

If patients wish to have a say about the services provided by Balmoral Surgery and decisions being made by the local commissioning group, they are invited to attend our patient forum group. Patient forum groups have a very important role to play in the future of the NHS, and we welcome new members to the group. The group meets three times a year, if you are interested in joining this group please contact Becky.

Our next meeting will be held at the surgery on **9<sup>th</sup> February 2016 @ 6pm**

If you would like to look at minutes from our previous meeting, please visit our website ([www.balmoralsurgery.com](http://www.balmoralsurgery.com)) and follow the link to the patient forum

## Dementia Drop in Clinic

Have you or a loved one been diagnosed with dementia and would like some support or advice?

Dover/Deal Memory Service is hosting a new service for Balmoral patients with Dementia, and their carers.

The clinic will run on a quarterly basis and the next meeting is;

11<sup>th</sup> December 2015, 1.30-3.30pm @ Balmoral Surgery

Who is available to meet with you?

Doctor Admiral Nurse  
Memory Nurse Carer's Support  
Age Uk Occupational Therapist  
Alzheimer's Society

Feel free to drop in, we will look forward to seeing you.

### Mailing List

If you would like to join our mailing list and get this newsletter sent out to you electronically in PDF format whenever it is published, please contact us via <http://www.balmoralsurgery.com/contact.asp> or speak to a receptionist.

### Your Feedback

We would love to hear your comments about our newsletter and suggestions for future issues, so feel free to write any time.

Review our services on  
NHS Choices  
[www.nhs.uk](http://www.nhs.uk)  
Contact us via the website  
[www.balmoralsurgery.com](http://www.balmoralsurgery.com)

### Patient Survey Results 2015

Our recent patient Satisfaction Survey informed us that 91% of patients would describe the Practice to friends as Good/Very Good.

The full results of our recent Patient Survey can be found on our Practice Website, [www.balmoralsurgery.com](http://www.balmoralsurgery.com)

## Dr Sharvill's Forthcoming Trip to Nepal

In November, Dr Sharvill and his wife are going to Nepal again. Dr Sharvill works there as a volunteer for the charity Phase Worldwide helping training local health workers. His wife, Alison, does similar work with teachers. Due to Nepal's recent earthquakes, this year's trip may be even more challenging than normal as much of the infrastructure remains damaged.

If you are looking to support a well-run charity, please donate to their work via the Phase Worldwide website <http://phaseworldwide.org/>

### Did you know?

- If you need to chase a referral or outpatient patient appointment, there is a telephone number for patients to ring, 01227 868686, option 6.
- Patients are able to order their medication through their chemist. All of the chemists visit the practice daily to collect prescriptions, and they drop in requests at the same time.
- There is telephone number which patients can ring to speak to a District Nurse. It is 03001231943.
- If you take your blood pressure using the waiting room monitor, you should sit for 10 minutes before using the machine. Also once your reading has printed, you need to write your name and date of birth on the back on the slip and hand this to a receptionist, so that it can be entered into your medical record.
- There is now an option on the telephone for test results; however, test results are only available after 2pm.

## Paramedic Practitioner

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*Due to ever increasing demands and expectations, doctors are finding it extremely difficult to visit patients at home as well as manage demand within the surgery. For every one home visit, four patients could have been seen in the surgery. If patients are medically well enough to come to the surgery that this is what should happen, however, when there is an urgent medical problem necessitating care at home, Paramedic Practitioners have the skill set to be able to assess the patient.*

*Deal Practices are working collaboratively to try and improve the service provided to our patients, whilst making sure we try and be as efficient as we can with the available resources. One of the ideas involves expanding the role of Paramedic Practitioners and developing a role for them to work more in conjunction with Primary Care. Deal Practices are aiming to use Paramedic Practitioners to assist with urgent home visit requests. The plan will be that all home visit requests are triaged by the GP first and only those felt to require assessment by a Paramedic Practitioner will be passed on to them. The PP will be given access to information about the patient's past medical history and will be able to contact the GP to discuss the patient further to agree on the treatment plan.*

*Paramedic Practitioners are already working in other localities and it is proving to be a useful service. In particular, due to the Prime Minister's Challenge fund that was awarded to Folkestone and Dover, this is already happening in that area and evaluation has shown that patients are provided with a responsive service which is more appropriate to their needs and builds on the skills of all healthcare workers.*

*We feel this is an exciting opportunity to expand our collaborative working to achieve a valuable new service across the town and we will update you further as things progress.*

# Home Visit Policy

All requests for a home visit are now triaged by a Doctor. This is to enable the doctor to assess the urgency of the visit and plan their workload for the day.

When a Doctor visits a patient at home, it takes them away from the Practice and therefore a Doctor can only visit patients at home if a patient is bedbound, terminally ill or would come to serious harm if moved.

## REASONS FOR A HOME VISIT

### SUITABLE

Bedbound



Terminally ill



Would come to serious harm if moved



#### THE SMALL PRINT

- Patients do not have an automatic right to a home visit
- Doctors are required to consider a home visit for medical reasons only
- If you think that you qualify for a home visit, please ring before 11am
- All visit requests will be medically assessed to check if appropriate

### UNSUITABLE

No transport or money



Children, young people & anyone who is mobile



Social reasons or for convenience



Other help more appropriate

