



Balmoral Surgery Newsletter

Summer is finally here!

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Summer time is a good opportunity to get fit and lose weight. Increasing medical evidence continues to show the long term health benefits of looking after our health, and mild to moderate exercise helps to reduce blood pressure and can help with weight loss.

With warmer days and lighter evenings it is a great time of year to start walking.

Walking is underrated as a form of exercise, but it's one of the easiest ways to get more activity into your day, lose weight and become healthier. Research shows that people who fit moderate activity, such as walking, into their daily life burn more energy than those who make weekly visits to the gym.

Try to fit walking into your routine by ditching the car for short journeys, walking all or part of your journey to work, getting off the bus or train one stop early and planning longer walks at the weekends. To reap the health benefits, aim to walk 10,000 steps a day, which can burn up to 400 calories. To keep track of your walking, use a pedometer.

If you do not want to walk alone, there are local Health Walks which you can join.

What is a Health Walk?

Health Walks are free, short, volunteer led local walks aimed at those who wish to be more active. Walks are generally between 40-90 minutes and leave from accessible venues such as libraries and leisure centres. No need to book, just turn up for a free Health Walk. Most of the Health Walks finish with refreshments and a chat.

Health Walks in the Deal area

<p>The Visitor Centre Fowlmead Country Park Sholden Nr DEAL CT14 0AR</p>	<p>Mondays</p>	<p>10.30am (for 10.45am start)</p>	<p>Max 90 mins</p> 	<p>Meeting point occasionally varies. Call Bernie to confirm. 07977 491084</p>
<p>Deal Promenaders Meet in front of Deal Pier, Beach Street DEAL CT14 6HZ A gently paced walk suitable for those recovering from illness or needing extra support. Check with the office before attending</p>	<p>Tuesdays</p>	<p>10:30am start</p>	<p>Approx 30 Mins</p> 	<p>0300 123 1220 Option 2</p>
<p>Elvington Community Centre St John's Road ELVINGTON CT15 4DZ On the 2nd Tuesday of the month this walk leaves from a different location. Please ring Carole for details</p>	<p>Tuesdays</p>	<p>9:45am (for 10:00am start)</p>	<p>Approx. 60 mins</p> 	<p>Walk Leader (Carole) 07449 687739</p>
<p>St Mary's Church Canterbury Rd WINGHAM CT3 1BB</p>	<p>Tuesdays</p>	<p>10:15am for 10:30am start</p>	<p>Approx 60-90 Mins</p> 	<p>Steve 01227 720734</p>
<p>1st & 3rd Tuesday in the month Sandown Castle, off Sandown Road, North end of DEAL 2nd & 4th Tuesday in the month North Deal Community Centre, 28 Golf Road, Deal. CT14 6PY</p>	<p>Tuesdays</p>	<p>10:15am (for 10:30am start)</p>	<p>Approx 60 mins</p> 	<p>Meeting point occasionally varies. Call Bernie to confirm location 07977 491084</p>

Walk Key:



= gentle stroll, suitable for beginners



= brisker walk, slightly further distance

Sun Safety Q&A

It's important to protect your and your children's skin in the sun to avoid sunburn and heat exhaustion.

What sun protection factor (SPF) should I use?

Use sunscreen with a sun protection factor (SPF) of at least 15. The higher the SPF, the better. Go for broad-spectrum sunscreens, which protect against harmful UVA and UVB rays. [Make sure the product is not past its expiry date](#). Most sunscreens have a shelf life of two to three years.

What is broad spectrum and the star-rating?

Broad-spectrum products provide protection against the sun's UVB and UVA rays. The sun protection factor, or SPF, is a measurement of the amount of UVB protection. The higher the number, the greater the protection. In the UK, UVA protection is measured with a star rating. Sunscreens has from 0 to 5 stars. The higher the number of stars, the greater the protection.

How long can I stay in the sun?

Don't spend any longer in the sun than you would without sunscreen. Sunscreen should not be used as an excuse to stay out in the sun. Instead, it offers protection when exposure is unavoidable. The summer sun is most damaging to your skin in the middle of the day. Spend time in the shade between 11am and 3pm, under umbrellas, trees, canopies or indoors.

Should I reapply sunscreen if I swim?

Water washes off sunscreen and the cooling effect of the water can make you think you're not getting burned. Water also reflects UV rays, increasing your exposure. Even "waterproof" sunscreens should be reapplied after going in the water.

What should I do if I get sunburn?

Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by [sunburn](#). Sponge sore skin with cool water, then apply soothing after sun or calamine lotion. If you feel unwell or the skin swells badly or blisters, seek medical help. Stay out of the sun until all signs of redness have gone.

Are children more at risk of sunburn?

Young skin is delicate and very easily damaged by the sun. Use at least a factor 15 sunscreen and choose a broad-spectrum brand that has a four- or five-star rating. Apply it to areas not protected by clothing, such as the face, ears, feet and backs of hands. Choose sunscreens that are formulated for children and babies' skin, as these are less likely to irritate their skin.

My child has eczema. What sunscreen should I use?

Some sunscreens may aggravate [eczema](#). Check the label for any ingredients that you know your child is allergic to. Test any new sunscreen on a small area before applying it to the whole body. Put on your child's emollient and steroids first then put the sun protection cream on 30 minutes later. Remember to put more sun protection cream on regularly throughout the day and especially after swimming.

What are the symptoms of heat exhaustion

[Heat exhaustion](#) occurs when the body cannot lose heat fast enough. If it's not treated quickly, it can lead to heat stroke, which is a much more dangerous condition. Signs of heat exhaustion include faintness, dizziness, palpitations, nausea, headaches, low blood pressure, tiredness, confusion, loss of appetite and hallucinations.

What should I do if someone has signs of heat exhaustion?

Get them to rest in a cool place, ideally a room with air conditioning. Give them plenty of water. Avoid alcohol or caffeine as this can increase levels of dehydration. Cool their skin with cold water. Use a shower or cold bath to cool them down or, if this is not possible, wet flannels and face cloths in water and apply to their skin. Loosen any unnecessary clothing and make sure that the person gets plenty of ventilation. Monitor their condition closely. **Seek medical attention if you are concerned that their condition does not seem to be picking up with these measures.**



Please cancel appointments if you cannot attend

In June 2015 the practice has 163 people fail to attend their appointment, which equated to **27 hours of wasted time for our clinicians.**

This broken down means **7 hours per week** were wasted by patients failing to turn up.

Please ensure that even at short notice you cancel your appointment so that it can be used by someone else. Patients can text our cancellation line on 07513225850 rather than ringing the surgery to cancel your appointment, please include your name, date of birth and appointment date and time in your message.

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; 17/9/15, 15/10/15 & 19/11/15

Staff Changes

In August one of our Registrars, Dr Selvarajah will be leaving us and two of our Registrars will be returning, Dr Jassal and Dr Dardennes. Dr Jassal and Dr Dardennes will be with the practice for one year.

We are pleased to welcome two new receptionists to the practice, Mandy Revell and Melanie Vick.

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 **20th October 2015 @ 6pm**

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

Hay fever

Hay fever is a common allergic condition that affects up to one in five people at some point in their life.

Symptoms of hay fever include:

- sneezing
- a runny nose
- itchy eyes

The symptoms of hay fever are caused when a person has an allergic reaction to pollen.

You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released any time from early spring to late autumn

Many people find that their symptoms improve as they get older. Around half of people report some improvement in symptoms after several years. In around 10%-20% of people symptoms go away completely.

There is currently no cure for hay fever but most people are able to relieve symptoms with treatment, at least to a certain extent. Treatment options for hay fever include oral antihistamines, which can help prevent an allergic reaction from happening and corticosteroids nasal sprays, which help reduce levels of inflammation and swelling. Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist.

Self-help tips

It is sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you are outdoors
- change your clothes and take a shower after being outdoors to remove the pollen on your body
- try to stay indoors when the pollen count is high (over 50).

Deal Collaborative

The four Deal General Practices, Balmoral, The Cedars, Manor Road and St Richard's Road Surgeries have all agreed to work more collaboratively to achieve joined up care for patients in Deal.

The first piece of work we have done together is to improve the service provided to patients aged 75 and over who may be at risk of admission to hospital. We have all worked hard to put care plans in place for these patients so that if the Ambulance Service is called, the patient's past medical and plan of action agreed between the patient and their GP is available. This often means patients can have things put in place to enable them to stay at home rather than having to go to hospital. We have engaged with all local services both health services and voluntary services such as Age UK to ensure care is wrapped around the patient to support their needs. We have piloted a Clinical Care co-ordinator and a Dementia Care co-ordinator at town level and are hoping to reintroduce this for the longer term following the successful pilot. We have also established in-house care co-ordinators within each Practice who help sign post patients to relevant services. The direct dial telephone number of the in-house care co-ordinator has been shared with local health services such as the ambulance service as well as with care homes to ensure prompt access to help and support from the Practice when they require it.

Our next collaborative project is to look at managing the community nursing service and making this a Primary Care-led service.

Cholesterol and 10 year risk

The NHS via NICE has changed its advice on cholesterol to try and prevent more heart attacks and strokes.

It is now advised that anybody with a 10 year risk greater than 10% of having a heart attack or stroke should be advised to reduce their cholesterol. In reality this means taking a cholesterol lowering pill called a statin. This would be in addition to regular exercise, a healthy diet and not smoking.

As a practice we support this ideal though many people are reluctant to take medication if they don't have to (though seem happy to take supplements in pill form) and the press is often critical of statins as people do sometimes get side effects from them.

The reality is most people in this lower risk group may never have a heart attack but one can't always predict who will and it means that virtually all men over 50 and women over 60 will be on medication.

Please discuss this with your doctor if you are keen to take this approach.

Dr Sharvill's London to Paris Bike Ride

Dr Sharvill recently took on the challenge of a bike ride from London to Paris to raise money for Phase Nepal. Dr Sharvill completed this challenge in May and raised approximately £7000 for the charity. Dr Sharvill would like to thank everyone that sponsored him. He will be visiting Nepal in the Autumn to see firsthand how the money he has raised is being used. If anyone would like to make donation to this charity please visit the Charity website at phaseworldwide.org

MID-Frail Study

MID-Frail is a major new international research study examining the effectiveness of combining optimised medical management with exercise and dietary programmes to maintain function and quality of life in people aged 70 years and over who have Type 2 diabetes. Sixteen centres in seven countries across Europe will take part in this 4 year study.

The General Practices in Deal were invited to take part and Balmoral Surgery has recruited the first group of patients and we were the first General Practice in England to be live with the study.

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;

25th September 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.

Save time...Go Online!

Do you wish that it was quicker and easier to order repeat prescriptions and book appointments?



IT CAN BE!!!!

The practice now offers the facility for patients to request their repeat prescription online and have their prescription sent electronically to a chemist, so all you need to do is go and collect your prescription from the pharmacy that is convenient for you. This can even be a pharmacy near your place of work!

Also, patients can now book the same appointments that are available on the phone online; this includes same day emergency appointments.

Please speak to a receptionist if you would like to register for these services.

Did you know???????

- Anyone can use the Blood Pressure Machine in the waiting room. Please make sure that you hand the slip with the reading to a receptionist, with your name and date of birth written on the back
- Tests results are only available at the surgery from 2pm and there is now an option on the phone specifically for this.
- Patients can order their prescriptions through the pharmacy, rather than the surgery
- If you have nominated a chemist to pick up your repeat prescription, your prescriptions will always go to this pharmacy unless you notify us that you wish to have this changed. If you have nominated a chemist to collect your prescription, please go this chemist to collect it.
- All patients at Balmoral Surgery have an Accountable Doctor. If you are not sure who your Accountable Doctor is, please ask a receptionist.

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.

Care Home Project

The Deal Collaborative has teamed up with local health trainers to provide some training to Deal care home staff. So far during July two sessions were held, one at Balmoral and one at The Cedars and this has concentrated on the care of their residents who have diabetes but it is possible this could also offer more training in the future. It is hoped this type of training will give the staff more confidence when looking after residents suffering from a long term condition and allow them to summon medical help or appropriate support if and when necessary.

Would you recommend the surgery to your friends and family?

If you visit Balmoral Surgery you will have the opportunity to comment about your recent experience of our services and whether or not you would recommend the practice to your friends and family.

This is part of the NHS Friends and Family Test which was introduced nationally last year to collect patient feedback and improve services.

Of the responses that we have received so far, 93% of patients would be likely or extremely likely to recommend the practice.

Parking

Please ONLY park in the disabled spaces in the surgery car park if you are disabled.

Even if you are disabled, if you can use the main car park please do so, so that severely disabled who really need the spaces can park there.

Review our services on

NHS Choices

www.nhs.uk

Contact us via the website

www.balmoralsurgery.com

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



UNSUITABLE

No transport or money



Children, young people & anyone who is mobile



Social reasons or for convenience



Other help more appropriate



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

