

Crown Dale News
Autumn Edition 2012



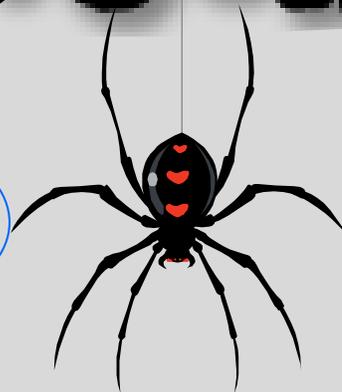
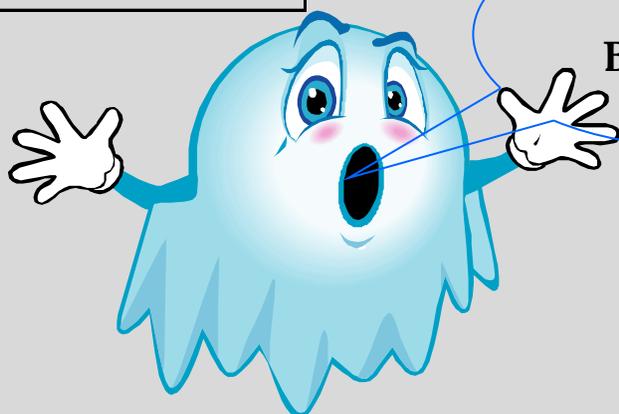
Welcome to the Autumn 2012/2013 edition of the Crown Dale Medical Centre Patient Newsletter. Enclosed is news of recent events in the surgery, which we hope you find of interest.

Crown Dale would like to say good luck to Dr Nicoletta who is on maternity leave

APPOINTMENT SYSTEM

We are currently reviewing how our appointment system works. We are working closely with our patient group and will take on board feedback from the most recent patient survey.

Happy Halloween



FIREWORK SAFETY



**DON'T BE FLASH WITH FIREWORKS!
FOLLOW THE FIREWORK CODE:**



- Keep fireworks in a closed box
- Follow the instructions on each firework carefully
- Light the end of the firework fuses at arms length
- Never throw fireworks
- Stand well back
- Never return to a firework, once lit
- Never put fireworks in your pockets

Keep pets indoors

FIRST AIDS FOR BURNS

- Keep calm. You cannot help if you are panicky. Immediately run cold water over the burn for at least 10 minutes. Do this straight away.
- Take off any tight belts or jewellery that the injured person may be wearing, as burned skin can swell. But do not remove any burned clothing.
- Cover the burned area with a clean, smooth cloth (like a pillowcase) or Clingfilm, to keep out infection until it can be properly dressed.
- Unless the burn is very small, go to hospital. If the burn is very serious or the person is or was unconscious, dial 999.
- Do not give a seriously burned person anything to eat or drink after the accident, in case there is the need for an anaesthetic at the hospital.

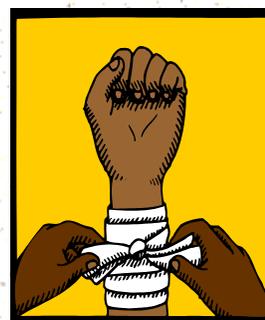
OUT OF HOURS SERVICE NUMBERS

SELDOC: 020 8693 9066

King's College Hospital: 020 7737 4000

Mayday Healthcare: 020 8401 3000

NHS Direct: 0845 46 47





Winter



The cold weather is coming soon. The snow will fall, cars will be frosty and the roads will be icy. Please wrap up warm this winter and take care when on the roads. This is the time of year people mostly get ill so please look after yourselves.

Coughs & Colds

If you have a runny nose, sore throat, sneezing, mild temperature or mild aches and pains then it could be a common cold which antibiotics cannot effectively treat. Unless the person is very old, frail or has some other serious condition, you **do not need to see your doctor**

Self Help: Take simple painkillers such as Paracetamol (or, for children, Calpol) - this will help to bring your or their temperature down. Increase how much fluid you or they drink. Some people find that a simple cough medicine helps to soothe a ticklish dry cough. Flu vaccination for people who are at risk is important. People most at risk include the elderly, people with chronic illnesses such as heart, kidney or lung disease, people with reduced immunity (for example, people with HIV or having chemotherapy), and people living in nursing, residential or long-stay homes. If the condition gets worse or other symptoms develop, call **NHS Direct on 0845 4647**.

Flu 2012/13 Flu Information



Ask your doctor or your practice nurse about the FLU vaccination if you or your child has:

* Heart disease * Kidney disease * Diabetes * A chronic chest condition (including asthma for which a regular inhaler is used) * Lowered immunity due to Cancer, removal of the spleen, HIV * Liver disease * Renal disease * Chrons disease * Sickle Cell * Stroke * You are over 65 or will be 65 by 31.03.12 – even if you are fit and well * pregnant women

Or if:

* You are a healthcare worker * You are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

What is Flu?

Influenza, or flu, is a highly infectious disease that occurs mainly during the winter months. Unlike the common cold, the onset of flu is usually sudden with symptoms such as fever, chills, headache, aching muscles and a feeling of being generally unwell, together with a cough or sore throat.

How do you catch flu?

The flu virus is spread from person to person for example when someone with flu coughs or sneezes over other people, who then breathe in the virus.

How serious is flu?

Each year up to 10% - 15% of the UK population may be infected by flu. Most people recover completely in 1-2 weeks. However the risk of complications, hospitalisations and death are more likely in the older (over 65) population, the very young and in anyone who already has health problems such as heart disease, kidney disease, diabetes, a chronic chest condition (including asthma) or lowered immunity due to treatment or disease. In the UK approximately 3,000 to 4,000 deaths are due to complications caused by flu during a typical winter. NB. Prior immunisation may decrease the risk of complications of Pandemic Flu.

Who should be vaccinated against flu?

The Department of Health (DH) recommends that the following people be vaccinated each year to protect them against flu:

** People aged 65 years and over * Adults and children who have one or more of the following conditions: chronic chest conditions including asthma, diabetes, heart or kidney disease or lowered immunity due to disease or treatment * People living in a residential home * Healthcare workers * Pregnant women*

Is there a charge for a flu vaccination?

Anyone who is at particular risk (as defined by the DH above) should be able to receive their vaccination without charge. If in doubt ask your GP practice reception or occupational health department.

Is there anyone who should not be vaccinated against flu?

You should not be vaccinated against flu if you have a serious allergy to hen's eggs or chicken protein. If in doubt, speak to your GP practice or occupational health department.

When is the best time to be vaccinated against flu?

A flu vaccination gives you protection for up to one year. The best time to be vaccinated is between October and November just before the winter period when flu is most prevalent. You should not wait until there is a flu epidemic before being vaccinated.

Will there be any reaction to the vaccination?

Following your flu vaccination you may experience some temporary soreness at the injection site. Other side effects are rare and, although some people may get a temperature and aching for a couple of days after their injection, you will not catch flu as a direct result of the vaccination.

If you do experience any side effects after a flu vaccination, you should contact your GP.

How can you get a flu vaccination?

If you think you need a flu vaccination, speak to the receptionist at your GP practice or occupational health department.

Do you want to join our Patient Participation Group?

Do you want to get your views across and help Crown Dale Medical Centre improve their services? Then why not join our PPG (Patient Participation Group). We are keen to hear the views of our patients along with suggestions as to how we can improve upon the service that we offer. If you are interested in becoming a PPG member please ask to speak to Gael or Teresa. We meet every two months. We are also starting an email participation group; details of which can be found on our website www.crowndalemedicalcentre.co.uk

Crown Dale Blood Testing Service

We have recently changed the way we operate our blood testing service.

Our blood testing service is open:

Monday – 9.00am – 1.00pm

Wednesday – 9.00am – 12noon or 8.00am – 1.00pm alternate weeks

Friday - 8.30am – 12noon alternate weeks

If the GP has told you to fast before your blood test you can make an appointment to come in between 9am and 10am on these mornings.

If your test does not require you to fast please come to the walk-in service which is held between 10am and 11.45am.

It is a busy, popular service so once all slots are filled unfortunately we will have to turn patients away.

Opening Hours

Our new opening hours are as follows:

Monday	8.00am - 6.30pm
Tuesday	8.00am - 8.15pm
Wednesday	8.00am - 8.15pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm
Saturday	9.00am – 12.00 noon (phone lines are closed)
Sunday	CLOSED

LATE NIGHT CLINICS

Tuesday – Advanced bookings only – 5.15pm – 8.15pm

Wednesday – Walk-In Sexual Health Clinic – 6.30 – 8.15

Wednesday – Advanced bookings only – 5.15pm – 8.15pm

Saturday – Advanced bookings only for general appointments 9am – 10.30am

Saturday Walk-In Sexual Health Clinic – 9.30am – 11.45am

Bank Holidays CLOSED

Our phone lines are open between 8am – 6.30pm (Monday – Friday)

Thank you for your time to read Crown Dale's Newsletter.

Remember this is YOUR newsletter! If you have any suggestions, comments or ideas about things you would like to see in the newsletter please let us know. Please address all replies to: Rachael O'Reilly, The Editor, Crown Dale Medical Centre, 61 Crown Dale, London SE19 3NY