

# Practice News

October 2019

## Flu Clinic Dates For Your Diary

Book Now

Flu Clinics will be held on the following dates:

- **Saturday 5 October 8.30 am – 12 Noon (over 65's only) Cressage Practice**
- **Saturday 19 October 8.30 am – 12 Noon (over 65's only) Much Wenlock Practice**
- **Friday 1 November 2pm – 5pm (under and over 65's) Cressage Practice**
- **Friday 29 November 2pm – 5pm (under and over 65's) Cressage Practice**

The Flu clinic appointments will be available to book. If you are eligible for a flu vaccination there are two ways you can book your appointment. You can book your appointment online via: [www.patientaccess.com](http://www.patientaccess.com). If you are not sure if you are eligible to receive the vaccine or do not have access to patient online services, please contact the Practice after 2pm on 01952 726011 and a member of the Reception team will help you.

## Flu Information

The Flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent flu is by getting a flu vaccine each year.

**How Flu Spreads** Most experts believe that flu viruses spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are nearby. Less often, a person might also get flu by touching a surface or object that has flu virus on it and then touching their own mouth, eyes or possibly their nose.

**Complications of Flu** can include bacterial pneumonia, ear infections, sinus infections, dehydration, and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes.

**Who should be immunised against the seasonal flu virus?** Seasonal flu is the particular type of flu virus that arrives in the UK each autumn. The actual type varies from year to year. The new jab is developed each year to protect against the expected type. The flu jab takes up to 14 days for full protection after having the jab.

The Department of Health (DH) issues advice as to who should be immunised. The aim is to protect people who are more likely to develop complications from flu. Current advice is that you should be immunised against the seasonal flu virus each autumn if you:

- Are aged 65 or over.
- Have any ongoing **(chronic) lung diseases**.  
Examples include chronic bronchitis, emphysema, cystic fibrosis and severe asthma (needing regular steroid inhalers or tablets). It is also recommended for any child who has previously been admitted to hospital with a chest infection.
- Have a **chronic heart disease**.  
Examples include angina, heart failure or if you have ever had a heart attack.
- Have a **serious kidney disease**.  
Examples include nephrotic syndrome, chronic kidney disease, a kidney transplant.
- Have a **serious liver disease** such as cirrhosis.
- Have **diabetes**.
- Have a poor immune system.  
Examples include if you are receiving **chemotherapy** or steroid treatment (for more than a month), if you have **HIV/AIDS** or if you have had your spleen removed.
- Have certain serious diseases of the nervous system such as **multiple sclerosis** or have had a **stroke** in the past.
- Live in a nursing home or other long-stay residential care accommodation. In addition to the main at-risk groups of people listed above:
- You should be immunised if you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill with flu.
- Staff involved in direct patient care (including nursing and care homes)
- Pregnant women. Even if you are otherwise healthy it is now recommended that all pregnant women receive the flu jab. If you are healthy and an adult aged under 65 and you do not fall into any of the above categories, then you do not need immunisation against seasonal flu. This is because you are unlikely to develop complications from flu.

## Practice Training Afternoon

The Practice will be closed from 12 Noon to 6pm on Thursday 3 October for staff training. If you require urgent medical attention during this time please telephone 111 to contact the 111 service.

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## Goodbyes and Hello's

We would like to say a fond farewell to Nurse Manager Sue Webber who has taken early retirement as of the end of September. Sue has worked at the Practice for over 13 years in her role as Nurse Manager. Even though Sue has taken early Retirement, you will still see her in and about the Practice as Sue has kindly offered to help as a Bank Nurse when we need additional Nurse cover.

We welcome Cherrilee Stewart as the newly appointed Nurse Manager. Cherrilee is an Advanced Nurse Practitioner. Part of her role will be extending the Minor Ailments Service we provide at the Practice in 2020.

## We are excited to announce that we are now live with eConsult – the online consultation software that allows patients to send information about a condition or seek help from the comfort of their own home.

It is no secret that GP Practices face increasing pressure to help patients get the right medical advice they need, as quickly as possible. We are continually looking at new ways to improve the services we offer. In order to ensure we meet the increasing demand and needs of our patients whilst ensuring our services are utilised appropriately, we need to adapt the way we deliver patient.

### What is eConsult?

eConsult is an evidence based online platform that enables patients to request medical advice from their GP by simply undergoing an online consultation. During the online consultation patients may be provided with advice for self-help or information on other services to receive the care that aligns with their symptoms. For example, the patient may be signposted to a pharmacy for minor ailments or emergency services for signs of critical illness. Patients can submit an eConsult for a condition they have of which they want advice on (e.g. heart disease) or for a new condition.

If the GP feels that a patient needs a face-to-face appointment then they will contact the patient within 48 hours and invite them in for an appointment. For many medical queries the GP will contact the patient directly or instruct a member of the Practice team to contact the patient with GP advice.

### What are the benefits to patients?

Patients will:

- Not have to wait in a long telephone queue to request an appointment at 8.30am
- Patients can send an eConsult at a time convenient to them and not have to wait until the surgery is open
- Receive medical advice 24/7 via eConsult's self-help online services
- Patients have their symptoms remotely assessed by their GP Practice and contact within 48 hours potentially without the need to visit the surgery in person.
- Patients won't necessarily have to take time off work or use holiday entitlement for the sake of a 10 minute GP consultation.
- We are confident that eConsult will significantly improve patient experience.

We hope you will join us in supporting this new service we hope will greatly benefit our patient population and give them access to their GP when they need it most.

As this is a pilot project, we would welcome any comments and feedback regarding eConsult please email:

[muchwenlockmp@nhs.net](mailto:muchwenlockmp@nhs.net)

## Do you Love Reading?

### Be part of a bigger story and join our Shared Reading Group.

Shared Reading Groups are a place to relax, make new friends and share stories. Just drop in and enjoy listening to a great story or poem – no pressure to talk or read.

Come along to our next Shared Reading Group on:

Saturday 2 November  
10.30 to 12 Noon

At: Cressage Medical Practice (refreshments will be provided)

Places are free and everyone is welcome but there are limited places so do book ahead by emailing [muchwenlockmp@nhs.net](mailto:muchwenlockmp@nhs.net) or call 01952 726011 and speak to a member of the Reception Team.