

## Changes to Patient Online Access Website

The Patient Online Access website has been redesigned and has new features to make it easier to navigate and help patients take better control of their healthcare. To access Patient Online Services visit the Practice website: <https://www.muchwenlockandcressagemp.co.uk>.

## Proxy Access for Children – Online Services

Following a review of our information governance processes with the changes in legislation and the introduction of the General Data Protection Regulations, and after careful consideration by the Partners, the Practice is withdrawing Online Patient Access to book appointments and request repeat prescriptions for patients under the age of 18.

This access is withdrawn as of 1 June 2018 for those patients already using the service and will not be available for patients under 18 who have not yet registered on line.

Appointments can be booked by contacting the Practice on either 01952 726011 for Much Wenlock or 01952 511166 for Cressage.

Repeat prescriptions can be requested by phone between the hours of 10.30 am and 12.00 midday Monday to Friday at either surgery, by post or by coming into the surgery.

## Practice Privacy Notice

Following the introduction of the General Data Protection Regulations; Individuals have the right to be informed about the collection and use of their personal data. This is a key requirement under the General Data Protection Regulations. The Practice must provide individuals with information including: our purposes for processing personal data, retention periods for the data, and whom data will be shared with.

The Practice Privacy Notice detailing this information is available to view in the waiting areas at Much Wenlock and Cressage Practices or online via the Practice website <https://www.muchwenlockandcressagemp.co.uk>. Paper copies can be requested from Reception.

## Practice Training Afternoon Closure

MUCH WENLOCK AND CRESSAGE MEDICAL PRACTICE WILL BE CLOSED FROM 1200 - 1800 ON THURSDAY 5 JULY 2018 FOR STAFF TRAINING.

**SHOULD YOU NEED URGENT HEALTH CARE DURING THIS TIME, PLEASE CONTACT SHROPDOG ON: 0333 222 6655**

## Practice Bank Holiday Closure

MUCH WENLOCK AND CRESSAGE MEDICAL PRACTICE WILL BE CLOSED FOR THE BANK HOLIDAY ON MONDAY 27<sup>TH</sup> AUGUST 2018

**The Practice will re-open at 8.30 am on Tuesday 28<sup>TH</sup> AUGUST 2018**

**SHOULD YOU NEED URGENT HEALTH CARE DURING THIS TIME, PLEASE CONTACT SHROPDOG ON: 0333 222 6655**

## Self-Care for Minor Injuries and Ailments

There are many minor ailments and injuries you can treat at home. The Department of Health and local Commissioning Groups are keen to encourage patients to 'self-care', which is considered important to the future of patient centered health service.

We encourage patients to follow minor illness advice where appropriate from their local Pharmacy or the Practice Minor Ailments Nurse. Encouraging patients to self-care for minor ailments and injuries and accessing advice from a Pharmacist first will improve appointment availability for those patients with long term and serious conditions.

Listed below are a few examples of 'self-care' advice.

### Insect bites

#### Symptom

Antihistamine medication such as tablets and topical creams can be obtained from the pharmacy and usually relieve most symptoms.

#### Advice

Speak to your local pharmacist for appropriate medication. Patients who have a known allergy, such as anaphylaxis must get immediate medical assistance by dialing 999.

#### Medication

Over the counter medication.

### Minor burns and scalds

#### Symptom

Skin damage caused by direct heat, such as burns and scalds are treated in the same way.

#### Advice

Apply large amount of cool water to the area immediately after the burn/scald. This will help relieve the pain and may take up to 30 minutes. Do not put ice or greasy substances on to the area. If the skin is unbroken but blistered, apply a loose, clean dressing. If the area is large or skin is broken then seek medical advice immediately such as the Minor Injuries Unit at Bridgnorth Community Hospital or Ludlow Community Hospital.

#### Medication

Paracetamol, Ibuprofen to treat pain. Local topical treatment such as creams or lotions from the local pharmacy.

### Minor cuts or grazes

#### Symptom

Most cuts or grazes do not pose a need for an urgent GP appointment.

#### Advice

Wash the wound thoroughly with clean water if dirty. Apply a clean dressing. If the wound is bleeding apply pressure for about 5 minutes. If any concerns contact the Practice or your local Minor injuries Unit at Bridgnorth Community Hospital or Ludlow Community Hospital.

#### Medication

Plaster or dressing available from your local pharmacy.