

THE ELMS MEDICAL CENTRE NEWSLETTER



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PRACTICE SURVEY NOVEMBER

This year the Elms will have its own in-house patient survey. This will be ongoing throughout the month of November. The survey will ask you questions on your recent visit and the Clinician you have seen. We hope you will take the time to fill out one of our surveys as your feedback is very important to us.



FRIENDS AND FAMILY TEST DECEMBER

The Friends and Family Test is a new contractual requirement for GP Practices from December 2014, to offer all patients the opportunity to complete a questionnaire and publish the results. It is for patients to provide feedback on the care and treatment they have received and to help improve our services. The question being asked is:

'How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?'



National 'blood in pee' campaign
13 October – 23 November 2014

From the 13th October – 23rd November a national campaign has been running by the NHS promoting the message 'if you see blood in your pee, even once you must tell your doctor straight away'. If bladder and kidney cancers are diagnosed at an earlier stage survival is as high as 91-96% compared with 33-42% at a later stage. The pilot study of the campaign in 2013 showed a 26% increase in 2 week wait urological referrals, with a 48% increase in bladder cancer diagnoses following 2 week wait referrals. These figures highlight how meaningful this message is.

Risk Factors:

- Bladder and kidney cancer affect both men and women.
- 90% of all kidney cancers and 97% of all bladder cancers occur in people aged 50+.
- Smoking, obesity and family history are all risk factors.
- Exposure to certain chemicals e.g. aromatic amines which were used in a variety of industries including manufacture of dyes and pigments, including textile, printing and rubber industry – this is particularly relevant consideration given the industrial heritage in Ellesmere Port.



When it comes to cancer, know 4 sure.

There are 4 key signs of cancer. If you notice any bleeding, a lump, weight loss or pain, which you can't explain, tell your doctor.

Finding it early makes it more treatable.

There are a number of campaigns currently running on 'Be Clear on Cancer'. 'Know 4 Sure' is the campaign to recognise the key signs of cancer. The NHS say that you are twice as likely to survive cancer as you were 40 years ago. Around 268,000 new cases of cancer are diagnosed in England every year. It mainly affects older people, with almost 9 out of 10 cases diagnosed in people aged 50 or over.

When it comes to cancer, there are 4 key signs to look out for:

- Unexplained blood that doesn't come from an obvious injury.
- An unexplained lump.
- Unexplained weight loss, which feels significant to you.
- Any type of unexplained pain that doesn't go away.

Although these are 4 key signs of cancer you should also see your doctor if you notice anything that is persistent, unexplained or unusual change in your body:

- Persistent – symptoms that last 3 weeks or more, such as a cough, a mouth ulcer, a sore that doesn't heal or bloating.
- Unexplained – such as difficulty swallowing food, or needing to pee very often or very suddenly.
- Unusual change for you – such as a change in size, shape or colour of a mole, or a change to your nipple, or the skin or shape of your breast.

ash.
action on smoking and health

KNOW THE FACTS ON SMOKING

- There are 10 million adults who smoke in Great Britain, about a 6th of the total UK population.
- Every year, over 100,000 smokers in the UK die from smoking related causes.
- Smoking accounts for over 1/3 of respiratory deaths, over 1/4 of cancer deaths, 1/7 of cardiovascular deaths.
- In 2011 it was estimated that more than 200,000 children aged 11-15 started smoking.

We can help you to Quit4Good

Tel: 0800 043 5134

Text: quit4good to 60777

Email: quit@quit4good.org

Visit: www.quit4good.org

Stop Smoking Service
for Western Cheshire



Cheshire and Wirral Partnership
NHS Foundation Trust

RISE IN MISSED APPOINTMENTS

HAVING TROUBLE GETTING AN APPOINTMENT? CAN'T SEE THE DOCTOR, NURSE OR PHLEBOTOMIST WHEN YOU WANT?

PERHAPS IT'S BECAUSE 205 PEOPLE WHO BOOKED APPOINTMENTS LAST MONTH DIDN'T TURN UP. THAT WAS AROUND 21 HOURS OF CLINICAL TIME WASTED.

PLEASE CONSIDER OTHER PEOPLE IF YOU ARE UNABLE TO ATTEND OR NO LONGER NEED YOUR APPOINTMENT.

TO CANCEL TELEPHONE 01244 351000 OR CANCEL YOUR APPOINTMENT ONLINE (YOU NEED TO BE AN ON-LINE USER WITH US TO DO THIS).

THIS WILL PROVIDE US WITH THE OPPORTUNITY TO OFFER ANOTHER PATIENT THAT APPOINTMENT.

STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

27th November 2014

16th December 2014

28th January 2015

24th February 2015

Please note that the surgery is closed on these afternoons from 12.00pm and will re-open at 5.00pm

Were you aged
70, 78 or 79
on 1st September 2014?

Don't let
shingles
become a
burning
issue



You may be eligible to receive a vaccination against shingles
Ask your GP or practice nurse for more information

QUESTION & ANSWER

Q: SHINGLES – WHAT ABOUT PEOPLE WHO ARE NOT AGED 70 TO 79, WHY DO THEY NOT GET OFFERED THE VACCINE?

A: PEOPLE UNDER 70 WILL BE OFFERED THE SHINGLES VACCINE IN THE YEAR FOLLOWING THEIR 70TH BIRTHDAY. PEOPLE AGED 80 AND OVER ARE NOT PART OF THE NATIONAL PROGRAMME BECAUSE IT SEEMS TO BE LESS EFFECTIVE IN THIS AGE GROUP. HOWEVER THERE MAY BE SOME PEOPLE AGED 79 ON 1ST SEPTEMBER 2014 WHO HAVE TURNED 80 BY THE TIME THEY ATTEND FOR VACCINATION AND THEY WILL REMAIN ENTITLED TO RECEIVE THE VACCINE.

CARERS RIGHTS DAY – FRIDAY 28TH NOVEMBER 2014

Carers UK say that having the right information at the right time can make a huge difference when you are looking after someone. Each year Carers UK hold a Carers Rights Day to help bring organisations across the UK together to help carers in their local community know their rights and find out how to get the help and support they are entitled to. The theme this year is 'Looking after someone? Know your rights' and focuses on areas:

- Making Carers aware of their rights
- Letting Carers know where to get help
- Raising awareness of the needs of Carers

In England, there will be a special focus on getting ready for new rights with the upcoming legal changes in the Care Act 2014 which is coming into force in April 2015 in England. You can get more information on the website: www.carersuk.org or call **0808 808 7777**.

NHS CHOICES - 10 WINTER ILLNESSES



- 1. COLDS:** you can prevent colds by washing your hands regularly, use disposable tissues.
- 2. SORE THROAT:** common in winter and almost always caused by viral infections. Gargling with warm salty water can help soothe but won't heal infection, dissolve one teaspoon of salt in a glass of part-cooled boiled water.
- 3. ASTHMA:** cold air is a major trigger of asthma symptoms such as wheezing and shortness of breath. When going out wear a scarf over your nose and mouth and be extra vigilant about taking your regular medications.
- 4. NOROVIRUS:** also known as winter vomiting bug is extremely infectious. It can strike all year but more common in winter, it is usually over within a couple of days.
- 5. PAINFUL JOINTS:** many people with arthritis say their joints become more painful in winter though it is not clear why. Only joint symptoms such as pain and stiffness are affected by weather. Swimming is ideal as it is easy on the joints and exercise can help boost mental and physical state.
- 6. COLD SORES:** are usually a sign that we are run down or under stress. There is no cure for cold sores but you can reduce the chances of getting one by looking after yourself in the winter. Try to do activities to help feel less stressed, have a relaxing bath, go walking or watch a favourite film.
- 7. HEART ATTACKS:** are more common in winter. This may be because cold snaps increase blood pressure and put more strain on the heart. Your heart also has to work harder to maintain body heat when it is cold. Stay warm at home keep the main rooms you use at 21C (70F), use a hot water bottle or electric blanket in bed and wrap up warm when you do go out.
- 8. COLD HANDS:** Raynaud's phenomenon is a common condition that makes your fingers and toes change colour and become very painful in cold weather. Try not to smoke or drink caffeine (this can worsen symptoms) and always wear gloves, socks and shoes when going out in cold weather.
- 9. DRY SKIN:** is a common condition and is often worse during the winter when environmental humidity is low. Moisturising is essential in winter, it helps act as a sealant to stop the skin's natural moisture from evaporating away.
- 10. FLU:** is a major killer of vulnerable people, aged 65+, those with long-term conditions are more at risk. One of the best ways to prevent flu is to have the flu jab or nasal spray for children under 18. It gives good protection against flu and lasts for one year.

For more information visit: www.nhs.uk



Protecting and improving the nation's health



Ebola in West Africa

If you have returned from **Guinea, Liberia or Sierra Leone** or cared for someone with Ebola in the past 21 days



and

You have a fever or feel unwell



Without touching anyone, tell a member of staff or call 111

For more information visit www.gov.uk/phe or www.nhs.uk/ebola