

# THE ELMS MEDICAL PRACTICE

## MARCH 2023 NEWS

We will be closed for staff training on **Thursday 16<sup>th</sup> March 2023** from 1pm to 5pm

A massive Thank you to our patients for taking the time to send us feedback and positive comments...

*"The Elms look after us so well. I have been a patient with the Elms for many years and have always felt that I and my family receive excellent care from all the practitioners and staff there.*

*Over recent years it has been noticeable how the Elms has become even more proactive and efficient in such areas as arranging screening and generally following up issues.*

*I have also found that they are well connected to a multitude of local medical services such as physiotherapy, minor surgery clinics or specialist services such that issues get dealt with efficiently.*

*In general, I am finding the care here excellent."*

## Repeat prescriptions

A GP must authorise every repeat prescription. This takes 2 FULL working days.

Please note, at busy times, it may take a little longer.

We are closed on public holidays and weekends. Any prescription requests received during these times will be available for collection 2 days after the next working day.

See below guide:

Day request received	Day your [prescription / medication] is ready
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday
Sunday	Wednesday

Please allow enough time to process your prescription.

Please note, you can request a repeat prescription online, ask a member of staff for details. We do not accept repeat prescription requests over the phone.



UK Health Security Agency

## Norovirus

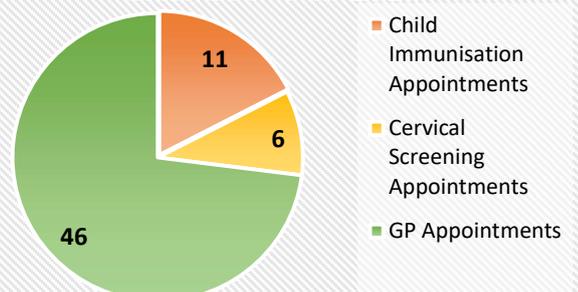
### How to protect yourself and others

After using the toilet and before preparing food, **wash your hands regularly with soap and warm water.**



**Alcohol gels won't kill norovirus**

### Number of Appointments not attended - Feb 2023



# childline

ONLINE, ON THE PHONE, ANYTIME  
childline.org.uk | 0800 1111

It's important to make sure your child is safe while using the internet, and that you're aware of the ways in which you can ensure your child is safe online. Online safety can greatly impact mental health and wellbeing. There are organisations that can help.

If you're a young person concerned about your internet safety, and you're worried about telling people you know, there are websites that can help you.

<https://www.childline.org.uk/info-a...ety/online-mobile-safety/staying-safe-online/>

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>



Weight Management Programme

# WELLBEING WALK

Every Wednesday at 9:30am

Meeting outside the Fountains Medical Building CH1 4DS

**This walk is suitable for patients and staff members who:**

- **Want to increase physical activity levels**
- **Improve physical health & fitness**
- **Want to socialise and meet new people**

**To Book Contact: [jeorgia.rowbotham@nhs.net](mailto:jeorgia.rowbotham@nhs.net)  
07394361991**

## Heart Month 2023

In February Elms went RED to fundraise for British Heart Foundation. We raised £29

Currently, there are about 7.6 million people living in the UK suffering with a heart problem. If you have any concerns about your heart health, then please book an appointment to see your GP



**Pneumonia can be caused by either a bacterial, viral, or fungal infection**

Pneumonia is a swelling of the tissue in the lungs, usually caused by a bacterial infection. If you have symptoms of pneumonia, you should contact your GP or call 111. If you have severe symptoms, you should call 999.

#### **Vaccination eligibility is**

- adults aged 65 or over
- children and adults with certain long-term health conditions, such as a serious heart or kidney condition

Symptoms of pneumonia can start suddenly or gradually over a few days. you can check the symptoms here.

<https://www.nhs.uk/conditions/pneumonia/>



## **Why does the receptionist need to ask what is wrong with me?**

- A receptionist connects the patient with the most appropriate service for their needs
- It may be more appropriate to see a different clinician
- The GPs have asked reception staff to ask certain questions when booking to help the smooth running of our clinics.
- It is important to ensure you see the most appropriate clinician.

This can help us save a GP appointment for you when you really need it.

Thank you for your understanding.



The Better Stop Suicide app is designed with psychological techniques to help people who are having suicidal thoughts by encouraging their minds to slow, calm down, and think rationally. However, if you're ever in crisis and feel out of control, the best thing you can do is call a suicide hotline or 999.

## **ARE YOU WAITING FOR TEST RESULTS?**



We will only call should there be a need to do so.

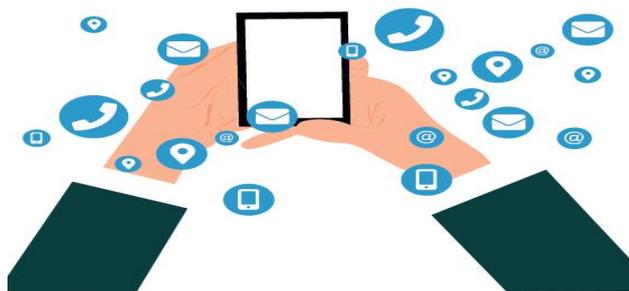
If your results are entirely normal, we will not call.

If you do not hear from us, it means everything is ok.

If we do call, we will do so as soon as we receive the results back.

Alternatively, you can always check online.

## **IF YOU CHANGE ANY OF YOUR CONTACT DETAILS**



# **PLEASE LET US KNOW**