

THE MANOR PRACTICE SUMMER Newsletter 2018



Introduction

A warm welcome to our summer newsletter and hope you are all enjoying the glorious sunshine and mini heatwave.

In this issue we mark the 70th birthday of the NHS and you can read some key facts about how the NHS has evolved over the last 70 years. We are also focussing on Self Care and the importance of looking after yourself in a healthy way. Finally you will be able to read how to make over your home medicine cabinet.

Wishing you all an enjoyable summer, keep sun safe and don't forget the sunscreen!!!!

NHS 70

The National Health Service is turning 70 on 5 July 2018.

It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff – the everyday heroes – who are there to guide, support and care for us, day in, day out.

The NHS was created out of the ideal that good healthcare should be available to all, regardless of wealth. When it was launched by the then minister of health, Aneurin Bevan, on July 5 1948, it was based on 3 core principles:

- that it meet the needs of everyone
- that it be free at the point of delivery
- that it be based on clinical need, not ability to pay

These 3 principles have guided the development of the NHS for the past 70 years and remain at its core.

NHS 70—The Facts

- ◆ **In 1948 there were only 16,800 GPs. In 2018 there are now 41,817 GPs**
- ◆ **9 out of 10 NHS patients are treated by GPs not hospitals.**
- ◆ **1 million people will see a GP today**
- ◆ **There are more than 7,400 GP surgeries in England.**
- ◆ **The NHS in England treats more than 1.4 million patients every 24 hours.**
- ◆ **The NHS is one of the largest employers in the world.**
- ◆ **The NHS in England is expected to spend £126 billion in 2018/19**
- ◆ **In comparison with the healthcare systems of ten other countries (Australia, Canada, France, Germany, Netherlands, New Zealand, Norway, Sweden and USA) the NHS was found to be the most impressive overall by the Commonwealth Fund.**

New Starters & Leavers

We are sad to see Dr Tom Rodley is leaving the Manor from the beginning of August. Dr Rodley has successfully completed his GP training under the guidance of Dr Thomas and we wish him all the best for the future.

We are pleased to welcome Dr Prem Jairamani who joins the surgery from August as a final year GP trainee.

We would also like to welcome Ashley Bellis who has joined our Reception Team and brings a wealth of experience to this important front line role.

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Help the NHS and your GP through Self Care

Self Care is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions (like headaches, colds and flu) or living with a long-term health problem, such as asthma or diabetes.

Every Year there are an estimated 57 million GP consultations and 3.7 million visits to A&E for self treatable conditions, costing the NHS an estimated £2.3 billion

(PAGB Self-care Nation Report, Nov 2016)

Around 80% of all care in the UK is self care. The majority of people feel comfortable managing everyday minor ailments like coughs and colds themselves: particularly when they feel confident in recognising the symptoms and have successfully treated using over-the-counter medicines before.

Research shows that people often abandon self-care earlier than they need to, typically seeking the advice of a doctor within a period of 4-7 days. The main reasons for this are:

- Their lack of confidence in understanding the normal progress of symptoms (e.g. a cold can last up to 14 days)
- Their perception of the severity and duration of symptoms
- They seek assurance that nothing more serious is wrong
- They seek a prescription to "cure" the illness, even though the same medicine may be available over the counter.

92% of people acknowledge the importance of taking responsibility for their own health in order to ease the financial burden on the NHS

Empowering people with the confidence and information to look after themselves when they can, and visit the GP when they need to, gives people greater control of their own health and encourages healthy behaviours

that help prevent ill health in the long term.

In many cases people can take care of their minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as the very young and elderly, managing long term conditions and providing new services.

Did you know that one in five GP visits are for common conditions such as backache, headache or coughs.

For most people they are not serious health problems—you just want to know how to relieve it and you want a treatment that acts fast. You also want to know how long you're going to suffer or what you should do if your symptoms change.

The good news is that self care can help you manage most of these problems. It may mean you don't have to spend time waiting to see your GP but can get on and start tackling your symptoms. Self care for common conditions can also help free up some of your GP's time, making it easier to get an appointment when you have a more serious condition.

34% of people visited a GP for a self-treatable condition in the past 12 months.

In 2014 the NHS spent more than £83million on prescribing 22.6 million packs of paracetamol. When made aware of the cost of self treatable conditions to the NHS, 29% those who qualify for free prescriptions said they would be willing to purchase an "over the counter" medication for a self treatable condition.

The NHS belongs to us all, and we share responsibility for making the best use of its finite resources. GP surgeries and emergency departments are under tremendous pressure at the moment and using Self Care helps everyone.

Please remember the NHS is still here for you.



The Alternatives:

Community Pharmacy

The Pharmacist is an excellent source of advice for many common ailments such as:

Low Back Pain

Heartburn & Indigestion

Eczema

Fever in Children

Constipation

Headache

Coughs in Adults

Sore Throat

Common Cold

Ear Ache

Sinusitis

Acne

Sprains & Strains

Community Pharmacies are easily accessible, open long hours and are staffed by highly trained professionals.

The Manor Practice Website

Our website now has a wide range of self care advice including downloadable fact sheets as well as links to other sources of information on minor ailments and Long Term Conditions

Expert Patients Programme

The Expert Patients Programme is a free self management course developed for people living with any long term health condition, such as heart disease, diabetes, asthma, arthritis, multiple sclerosis, depression, back pain, chronic fatigue syndrome etc...

The aim is to help you take more control of your health by learning new skills and techniques to manage your condition better on a daily basis.

The course explores:

Managing common symptoms, action planning and problem solving, Nutrition and Exercise, Communication Skills, Relaxation techniques, Medication management etc....

[https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?](https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16306)

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Self Care Forum Fact Sheets

The purpose of the Self Care Forum is to further the reach of self care and embed it into everyday life. They produce a series of fact sheets on the following:

- Low Back Pain
- Eczema
- Constipation
- Headache/Migraine
- Sore Throat
- Acne
- Heartburn & Indigestion
- Sprains & Strains
- Coughs
- Ear Infections
- Common Colds
- Sinusitis



NHS Choices / Patient UK

For information on common conditions, visit the NHS Choices or Patient UK website.



Both websites have a symptom checker where you can get additional advice



Getting the Right Medicines / The Medicine Cabinet

This year the NHS will cost around £126 billion, of which £14 billion (that's £38 million every day) will be spent on medicines.

With the age of the population increasing rapidly, the demand for medicines and on the NHS as a whole, is growing dramatically. Everyone is trying to be more efficient these days and medicines are one of the ways that the NHS can reduce costs whilst improving care. To make sure that you're getting the best possible care, the NHS aims to give you the right medicine. There are often several medicines to take for a condition that have the same benefits but with very different costs. By prescribing the right medicines for less, the NHS will have more money to invest in better care for everyone (such as the latest cancer treatments).

What does this mean for me?

Your GP surgery may suggest that you change your prescribed medicine to another one. This will only happen if your GP is satisfied that the new medicine works as well as the previous one. In some cases it may even work better for you or have fewer side effects.

You might also be asked to buy some common medicines, available over-the counter from your local chemist shop rather than getting them on prescription. **These are often likely to be cheaper than the cost of a prescription.**

Why not set up your own medicine cabinet so that you have things on hand when you need them.

To start putting together your own medicine cabinet, go to:

<https://www.nhs.uk/live-well/healthy-body/your-medicine-cabinet/>

GPs recommend your medicine cabinet should contain the following:

- ✓ **A Self Care Guide**
- ✓ **Painkillers, such as paracetamol or ibuprofen**
- ✓ **Antihistamines for allergies**
- ✓ **A laxative to help constipation**
- ✓ **Sunscreen**
- ✓ **A first aid kit with plasters & bandages for cuts and sprains**



The Clinical Pharmacist

We are pleased to welcome Sophie who has joined the Manor Practice as a clinical pharmacist. Sophie will be splitting her time between 2 other surgeries within the Adur locality group and will have a main focus on repeat dispensing. The aim of repeat dispensing is to reduce the burden of work on the surgery so we can direct our resources more efficiently.

The key role of the clinical pharmacist is to help patients get the most out of their medication. This will involve appointments with patients, undertaking medication reviews, provide general advice and discuss medicines management for long term conditions. Sophie will also concentrate on reviewing medications for patients after being discharged from the hospital and ensure that all medicines are working well together for patients taking a number of different types of medication.

THE MANOR PRACTICE ONLINE SERVICES

- ◆ **Book Your Appointment**
- ◆ **Order your Repeat Prescription**
- ◆ **Cancel Your Appointment**
- ◆ **View Medication & Allergies**
- ◆ **View past medical history including test results.**
- ◆ **Change Your Address**



Appointments and prescription requests can be booked via our website through Patient Access. The service is quick and easy to use and saves you considerable time. Next time you visit the surgery ask the receptionist for details.

Once you've registered you can start booking appointments, cancelling appointments or order prescriptions online. Please ensure your contact details are always up to date especially your address and mobile phone number.

Patient Care Navigators

When you need to be seen by a specialist, the CCG is committed to ensuring that whenever possible you receive a timely outpatient appointment at a provider of your choice.

To help you to make the most appropriate choice, we are working with a team of Patient Care Navigators (previously known as Patient Choice Navigators).

After you have seen your GP, and together you have agreed that you need to be referred for specialist treatment, your GP practice will forward your referral to the team of Patient Care Navigators at the CCG who, using the NHS e-Referral System (formerly Choose and Book) will help you to make an informed choice.

In accordance with the NHS Constitution, you have the right to choose when and where you wish to be treated and in a timely manner.

Your GP will provide you with a booking card and a telephone number for you to contact the team. You are then asked to contact the Patient Care Navigators five days after seeing your GP so they can work with you to book your appointment.

Following discussion with you, the Patient Care Navigators will send your referral on to the hospital or community provider of your choice, who will then contact you to confirm your appointment. If you do not make contact with the Patient Care Navigators within 10 days of the team receiving your referral then an appointment may be booked for you.

If you have any concerns or questions about your information being passed to the Patient Care Navigators then please speak to a member of the practice team.

Information will only be shared when you have agreed with your GP that a referral is the best course of action.

Holiday Vaccinations



As summer arrives you may be thinking of holidays to exotic places, so please check to see if you need vaccinations before you travel.

At the Manor Practice we're able to offer a range of vaccinations.

If you are travelling far and wide or going to more than one country during your trip please ask reception for a travel questionnaire. Please complete the questionnaire and bring it along with you to your appointment.

Traveling abroad always has some risks to your health but

ensuring you have the correct vaccinations and by taking certain precautions you can minimize your exposure to most major health hazards. Please remember that each member of your family will need separate appointments if you are planning to come together.

For more information you can go to:

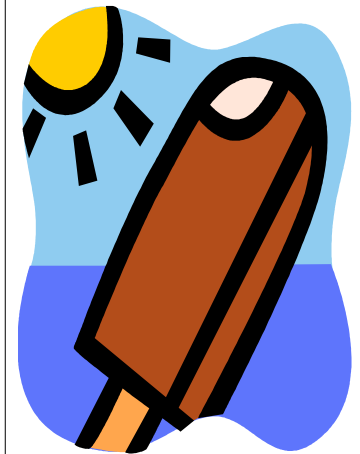
www.nathnac.org

Or

www.fitfortravel.nhs.uk

Please make your travel vaccination appointment at least 3 to 4 weeks before you are due to travel.

**Most Importantly
Enjoy your Holiday!**



Be Sun Safe



Over the last few weeks we have had some really hot sunny days, here's a reminder of how to keep safe in the sun:

Sunburn is skin damage caused by ultraviolet (UV) rays in sunlight. Your skin overheats and becomes red and painful and may later peel or blister. Cool the skin down by dabbing it with a cool, wet towel or tissue. Don't go back into the sun until the sunburn has healed. Drink plenty of fluids in order to cool down and replace the water lost through sweating in the sun. Apply calamine or after-sun lotion.

For adults, painkillers such as paracetamol or ibuprofen can relieve pain and reduce swelling. Most people think about sunburn as something that happens on holiday, or in hot sunny places. But more than half of people suffering sunburn are burnt here in the UK.

Many cases happen when people are out and about, rather than sunbathing. Don't let sunburn catch you out, when you are at risk of burning you can use shade, clothing or a sunscreen with an spf above 15 to protect your skin.

Remember sun burn can lead to skin cancer. Just getting sunburnt once every two year can triple the risk of developing a melanoma., the most serious type of skin cancer.