

# Russell House Surgery

## NEWSletter

Issue 14  
February 2020



**Sam Arrowsmith**

Queen's Nurse

RGN, Dip He Nursing, Bsc Nursing, Independent/Supplementary Nurse Prescriber, SNHS Dip Psychotherapy and Counselling

### Say hello to our new Advanced Nurse Practitioner

Sam Arrowsmith is the new Advanced Nurse Practitioner (ANP) at Russell House Surgery. Sam has worked in the NHS for 26 years across both adult and children's services.

Sam is an Independent Prescriber and holds the prestigious title of Queen's Nurse, of which there are only 1400 in the UK.

### What is an Advanced Nurse Practitioner?

ANP's are specialist nurses who have undertaken extra training to provide advanced levels of nursing care. They can assess and examine you, plan your care, provide advice and treatment and prescribe if necessary. They can make referrals to other health care professionals and admit patients into hospital when needed. ANP's work closely with GP's and meet with them often to discuss patients care. Sometimes after seeing the ANP you may need a review with a GP. Sam will be able to assess your needs and is able to organise initial blood tests or investigations if required.

#### Please be aware that...

*Sam will be undertaking clinics and can see most conditions that a GP would see but she cannot see:-*

- children under the age of 5
- pregnant women or pregnancy related problems
- patients requiring a sick note

## The difficulty with home visits

If you were born in the 1930's, 40's or 50's, then you might remember regular home visits by your Doctor. But times have changed dramatically. The demand on GP's time means that only those patients who really can't get out of the house can be seen at home.

GP waiting times and staffing shortages have been at crisis point for years and the NHS is battling to improve people's access to their family doctors. Although home visits have been a cornerstone of general practice for decades – and it is estimated that around 10,000 are carried out across England each day, Pulse Magazine reports doctors saying that-

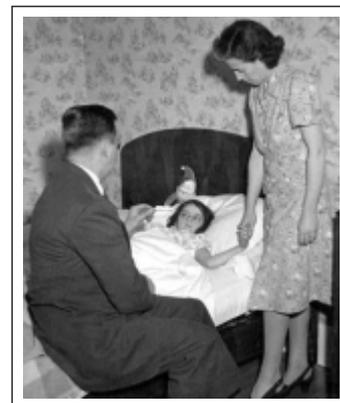
*'Home visits take up the most time of anything we do - two to three hours a day for the majority.'*

*So, we have the most highly trained and in-demand people in primary care driving around to see two patients an hour, and in the case of rural colleagues, maybe only one.'*

*This isn't good medicine. No other country has on-demand visits like the UK. New Zealand, Canada, Australia – home visits are virtually unheard of.'*

### Lack of facilities at home

A domestic bed is not a good place for a Doctor's examination. A proper couch and surgery based facilities such as ECG machines, nebulisers, blood testing etc. are essentials for effective diagnosis.



**Those days are gone**

### So please remember...



**Home visits are ONLY for those truly house or bed-bound.**

Dr. Richard Vautrey, GPs chair at the British Medical Association explains that,

*'The modern GP doesn't have the capacity to travel around to see patients.'*

*Trying to triage visits can cause a lot of aggravation from patients who ring up and want a home visit but don't truly need one.'*

# Living well with dementia

Fourth Tuesday of every month. 11am to 1pm.

Codsall Village Hall, Wolverhampton Road, Codsall, WV8 1PW

No need to book, just drop in for a natter and advice.

The 'living well with dementia initiative' is specifically designed to meet the needs of carers of people living with dementia living in Staffordshire. Carers are supported and encouraged to look after their own needs to determine what input could make a positive difference. Carers will be provided with information to help them build up resilience and reduce the negative impacts of caring.



## Carer sessions



Donations welcome

### What can you expect at a 'living well with dementia' group?

- ★ A friendly welcome on arrival
- ★ Opportunity to get to know others & share experiences
- ★ Bite sized information sessions
- ★ Refreshments
- ★ Time to socialise, make new friends and talk on a one-to-one basis with professionals
- ★ Entertainment, quiz or an activity and a raffle

Email: [enquiries@carersinformation.org.uk](mailto:enquiries@carersinformation.org.uk)

or contact - Cassie Probert on 01785 222365.



Be aware that GP's have been instructed by the NHS not to prescribe hay fever medication such as antihistamines that are available to purchase without a prescription.

**TIP** - Supermarkets sell their own brand hay fever and allergy medication at very competitive prices, cheaper than £9 for a prescription and also cheaper than those available at large chain pharmacies.

## Time to stock your medicine cupboard

Spring is on the way and hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Symptoms of hay fever include: sneezing and coughing, a runny or blocked nose, itchy, red or watery eyes, itchy throat, mouth, nose and ears, loss of smell, pain around your temples and forehead, headache, earache, feeling tired

**How to treat hay fever yourself - There's currently no cure for hay fever and you cannot prevent it but you can do things to ease your symptoms when the pollen count is high.**

### DO

- put Vaseline around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you have been outside to wash pollen off
- stay indoors whenever possible
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and use a vacuum cleaner with a special HEPA filter

### DON'T

- cut or walk on grass
- spend too much time outside
- keep fresh flowers in the house
- smoke or be around smoke – it makes your symptoms worse
- dry clothes outside – they can catch pollen
- let pets into the house if at all possible – they can carry pollen indoors

Brand	Generic name	Other brands	Quantity	Price
Piriteze	Cetirizine	ASDA's own	30	£2.50
		Galpharm	14	£1.80
		Sainsbury's own	14	£1.95
		Sainsbury's own	30	£2.95
Claritin	Loratidine	Morrison's own	14	£1.95
		Sainsbury's own	14	£1.95
		ASDA's own	30	£2.50
		Galpharm	30	£2.50



# Seen on facebook...



Max Patrick

19 September 2019

\*\*\*\*\* PLEASE SHARE !! \*\*\*\*\*

I am a GP. This medication was left behind by a UK NHS patient who moved away. It was returned by a relative.

It includes nearly £1000 of diabetic items, £100 of nasal sprays and much more. All unused. All wasted.

The cost of this pile would pay for an NHS nurse for almost one MONTH.

The NHS cannot survive this abuse. But this keeps happening OFTEN.

If you do not want to take some of your meds, please tell your General Practice.

If you are receiving an excess, please tell your Practice.

Please do not waste medication.

(If you are uncertain about a medication, seek advice. This post is advice to adults only. The patient was not at my practice.)

\*\*\*\*\* PLEASE SHARE !! \*\*\*\*\*



19K

11 comments 118K shares

## Just for you... the new text messaging service at Russell House Surgery



Initial testing of the system has received positive feedback from patients who admit that they do not always listen to voicemail messages but always read their texts.

Russell House Surgery has recently introduced a new text messaging system so that staff members at the surgery can contact you personally via your mobile SMS service.

This is a separate system to the appointment reminders that have been used for some time and allows individual messages to go directly to you. For example, you can receive follow up information after an appointment, hear when a prescription has been issued following receipt of results or perhaps a request that you book an appointment. The plan over time is to increase the use of this text messaging system.

It is widely used at other surgeries and has been extremely successful. Dr Akunjee from West Green Surgery stated "This process has freed up a lot of appointments, and has very high satisfaction rates from patients".

**If you are happy to receive information via text, simply call or visit reception to ensure that your mobile number is on record and correct.**

**change 4 life**

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**Stay active whatever the weather**

**Food Scanner**

cola   9 cubes

Scan

Get the Food Scanner app

Brings food labels to life and find out what's really inside your food and drink.

Available on the App Store   GET IT ON Google Play

Don't be bored indoors - get moving and have fun as a family with these Disney inspired indoor games and activities.

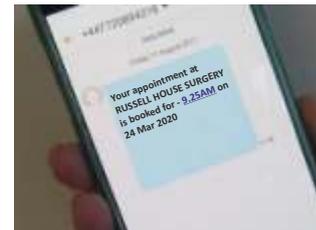
# 73

## of our appointments were LOST last month because they were booked but no one turned up. Why?

7.2 million appointments are missed with with family doctors each year, which is the equivalent to more than 600 full time GP's. [Independent 2019]. £24 million pounds was lost by NHS Trusts in the Black Country and Staffordshire in a year from patients not attending appointments. The average NHS appointment costs £120. [Express and Star December 2019.]

As patients, we know that Surgery appointments are in high demand so the least we can do is to give our appointment to someone else if we no longer need it.

*Let's try to help each other.*



So please...  
**Keep it -  
or cancel it!**

## Shingles vaccine - *don't miss out!*

*Have you been vaccinated against shingles yet?*

If you haven't, its not too late!

If you are over seventy years of age and have not reached your 80th birthday, you are entitled to a **FREE** vaccination to combat the painful symptoms of SHINGLES.

For anyone *under 70* or *over 80* years of age, a vaccination can cost £100! **If you are eligible for the free offer, don't miss out!**

*Ask at the surgery today for an appointment.*



Do you need assistance with Digital Skills?

**Penkridge Library**

Every Tuesday 2pm - 4pm

**Perton Library**

Every Wednesday 10am - midday

**Codsall Library**

Every Thursday 2pm - 4pm

**Come and have a chat with an IT buddy**

For more information or to reserve a place call -  
0300 111 8000



## Our Patient Participation Group - *an update from Pat Roberts (Chair 2020)*

The PPG has been in place since 2016 and now has 14 patient members meeting regularly. By using their range of talents and skills and working together with the Practice Manager and Dr Williams, the PPG has:

- ✔ **Represented the needs of the patients** to help improve the practice overall
- ✔ **Produced this regular newsletter** to firmly establish a communication link with patients - 14 editions since 2017
- ✔ **Successfully lobbied for the Breast cancer screening mobile van** to return to Codsall for a period of 6 months to enable local women to use it without travelling to Wombourne.
- ✔ **Maintained PPG representatives at the District Patient group** to both contribute and network with local health services across the Seisdon Peninsular.
- ✔ **Conducted two patient surveys** to establish patients' needs from the Practice. Following these surveys action was taken to:
  - ★ Improve access to the surgery for disabled patients and child buggies.
  - ★ Identify and mark steps to ensure patient safety.
  - ★ Encourage the Practice to use patient email addresses and texts to improve communication.
- ✳ **Some issues relating to much needed improvements cannot be made** due to the Surgery building being unfit for purpose. These issues are being used to shape the design of the new Surgery at the Codsall Community Hub.

*If you have any suggestions you wish to pass on to me, I can raise them at the meetings, my contact details are on the notice board. If you wish to join the PPG please ask at reception. I wish you a very Happy and Healthy 2020.*

**Pat Roberts**

