



# Newsletter



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## Telephone Triage System - Same Day Appointments

From August 2017 the surgery will be managing patient access for same day appointments by a system known as telephone triage. When you contact the surgery for a same day appointment the receptionist will ask you for your name and contact details and some information about why you need an appointment. This information is essential for the clinician to prioritise patient care. Your name will be added to the triage list - either a doctor or a nurse practitioner will then contact you and manage your care based on the outcome of that telephone call. The receptionist may, if appropriate, advise you of alternative services that may be more appropriate to meet your needs, for example redirection to the Pharmacy or the Minor Injuries Unit.

We are trying this system to ensure that all the patients that need to be seen on the day are seen by an appropriate health care professional. It is a system for which a telephone consultation can be used to appropriately manage a patient's concerns even if an appointment is not required. We hope that this will optimise the use of practice appointments, improve access and help to reduce waiting times to be seen.

We will regularly audit this process to ensure that it is achieving the goals and expectations that we have set.

For more information see our separate leaflet.



## Are you entitled to a shingles vaccination?



We are currently able to offer a free shingles vaccination to patients within certain age groups. The eventual plan is that every person between the ages of 70 and 80 will be offered a vaccine, but small groups at a time are being selected by the Department of Health, depending upon their birth dates. This is in order to allow a manageable programme for medical staff to cope with and to allow enough vaccine to be produced over a steady period of time for those who are entitled to receive it.

Shingles is a very painful and debilitating illness, the effects of which can last for many months, even years. The vaccine is able to prevent the illness developing. It is a single vaccine that will protect for life.

Please ask a member of staff if you would like to know if you are eligible to receive the shingles vaccine.

## 2017 Flu Campaign



We are fast approaching that time of year when we offer protection from flu to our eligible patients. Flu is a highly infectious, acute viral infection which is responsible for causing severe illness in vulnerable people, can lead to hospitalisation and, unfortunately, even loss of life. This is the reason why we offer free

protection to all those who are considered to be at risk.

If you think you may be entitled to a free flu vaccination please ask any member of staff at the surgery who will be able to let you know.

We run several large flu vaccination clinics here, which historically seem to work very well for both patients and staff. This allows us to provide protection to patients as soon as we can and as quickly as possible. It may feel a little like a 'drive through', but the system seems to work well.

Of course if any of the clinics are not suitable for a patient to attend we will accommodate them differently to ensure they receive their vaccine.

The clinics are now open for patients to book in to, so please do book an appointment as soon as possible.

*Jane Lane – Nursing Team Leader*



## Do you have a learning disability?

**Don't miss out: get better healthcare now.**

Tell your doctor you have a learning disability and they can check if you are on their **learning disability register**.

When you are on the register, you will be offered the support you need to make things easier, like:

- extra time and support during your appointment
- easy read/accessible information
- help to make an appointment

You can also be offered a full health check every year. To find out more speak to your doctor, or visit:

[www.mencap.org.uk/dontmissout](http://www.mencap.org.uk/dontmissout).

Be happy. Be healthy. Don't miss out.

## Staff News

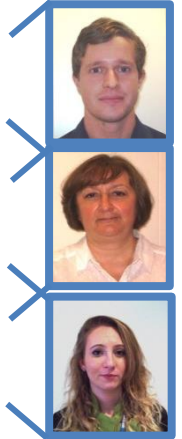
After a successful six months with us as a GP Registrar we would like to wish Dr Nicholas Moore all the best for the future.

Some patients may have had the opportunity of meeting two new members of staff:

Our new registrar, Dr Andy Lees, who will be with us for the next six months.

Also Anwen Jones who has joined the Reception team.

We would also like to wish Isobel Price best wishes as she starts her maternity leave and we look forward to hearing her baby news.



## Migraine Awareness

A migraine is usually a moderate or severe headache felt as a throbbing pain on one side of the head. Many people also have symptoms such as nausea, vomiting and increased sensitivity to light or sound. Migraine is a common health condition, affecting around one in every five women and around one in every 15 men. They usually begin in early adulthood. There are several types of migraine, including:

- **migraine with aura** – where there are specific warning signs just before the migraine begins, such as seeing flashing lights
- **migraine without aura** – the most common type, where the migraine occurs without the specific warning signs
- **migraine aura without headache**, also known as silent migraine – where an aura or other migraine symptoms are experienced, but a headache doesn't develop

Some people have migraines frequently, up to several times a week. Other people only have a migraine occasionally. It's possible for years to pass between migraine attacks.

## Stages of a migraine

Migraines often develop in distinct stages, although not everyone goes through all of these:

1. **'Prodromal' (pre-headache) stage** – changes in mood, energy levels, behaviour and appetite that can occur several hours or days before an attack
2. **Aura** – usually visual problems, such as flashes of light or blind spots, which can last for five minutes to an hour
3. **Headache stage** – usually a pulsating or throbbing pain on one side of the head, often accompanied by nausea, vomiting, and/or extreme sensitivity to bright light and loud sounds, which can last for four to 72 hours
4. **Resolution stage** – when the headache and other symptoms gradually fade away, although you may feel tired for a few days afterwards

## When to seek medical advice

You should see your GP if you have frequent or severe migraine symptoms. Simple painkillers such as paracetamol or ibuprofen can be effective for migraine. However, be careful not to take too many painkillers as this could make it harder to treat headaches over time. You should also make an appointment to see your GP if you have frequent migraines (on more than five days a month), even if they can be controlled with medication, as you may benefit from preventative treatment. You should call 999 for an ambulance immediately if you or someone you're with experiences:

- **paralysis** or weakness in one or both arms and/or one side of the face
- slurred or garbled speech
- a sudden agonising headache resulting in a blinding pain unlike anything experienced before
- headache along with a high temperature (fever), stiff neck, mental confusion, seizures, **double vision** and a rash

These symptoms may be a sign of a more serious condition, such as a **stroke** or **meningitis**, and should be assessed by a doctor as soon as possible.

## Causes of migraines

The exact cause of migraines is unknown, although they're thought to be the result of temporary changes in the chemicals, nerves and blood vessels in the brain. Around half of all people who experience migraines also

have a close relative with the condition, suggesting that genes may play a role. Some people find migraine attacks are associated with certain triggers, which can include:

- starting their period
- stress
- tiredness
- certain foods or drinks

## Treating migraines

There's no cure for migraines, but a number of treatments are available to help reduce the symptoms. These include:

- **painkillers** – including over-the-counter medications such as **paracetamol** and **ibuprofen**
- **triptans** – medications that can help reverse the changes in the brain that may cause migraines
- **anti-emetics** – medications often used to reduce nausea and vomiting

During an attack, many people find that sleeping or lying in a darkened room can also help.

## Preventing migraines

If you suspect a specific trigger is causing your migraines, such as stress or a certain type of food, avoiding this trigger may help reduce your risk of experiencing migraines. It may also help to maintain a generally healthy lifestyle, including regular exercise, sleep and meals, as well as ensuring you stay well hydrated and limiting your intake of caffeine and alcohol.

If your migraines are severe or you've tried avoiding possible triggers and are still experiencing symptoms, your GP may prescribe medication to help prevent further attacks.

Medications used to prevent migraines include the anti-seizure medication topiramate and a medication called propranolol that's usually used to treat **high blood pressure**. It may take several weeks before your migraine symptoms begin to improve.

## Outlook

Migraines can severely affect your quality of life and stop you carrying out your normal daily activities. Some people find they need to stay in bed for days at a time. However, a number of effective treatments are available to reduce the symptoms and prevent further attacks.

Migraine attacks can sometimes get worse over time, but they tend to gradually improve over many years for most people.

Book  
Appointments

View your GP Record  
Online

Renew  
Prescriptions

# Patient Online

## Giving you more choice in accessing GP services

### What is Patient Online?

Patient Online will help you to take greater control of your health and wellbeing by increasing online access to services.

You have been telling us that you want to be offered more convenience, choice and control in how you access GP services.

Increasingly, you also want to be informed and involved in decisions about your own care and treatment. Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital.

Register for online services here at your GP practice – please ask at Reception.



### Making sure everybody is included

We recognise that computers, tablets and smartphones are not a substitute for visiting or phoning your practice and other health services, and that many people do not have access to computers or online services. To help address this, NHS England is delivering a national programme of training in digital skills and access to technology, aimed at people who might otherwise not be able to use services online.

Visit [www.ukonlinecentres.com](http://www.ukonlinecentres.com) or phone 0800 77 1234 to find out more.

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## Patient Participation Group

Our Patient Participation Group gives those of you registered at the surgery the opportunity for open and constructive discussion on topics that affect you. It is not for personal complaints. If you wish to put your views forward or raise any issues for debate please either;

- Take a Patient Feedback Form from the rack next to the PPG noticeboard in the foyer, complete it and return it to the receptionist or in the postal slot in reception.
- Write us a note and hand it to the receptionist or drop it in the postal slot at reception.
- Email the PPG Group directly at [ppg@glastonburysurgery.nhs.uk](mailto:ppg@glastonburysurgery.nhs.uk)

 - - - Cut out and keep - - -

## Useful Telephone Numbers

<b>EMERGENCY</b>	<b>999</b>	<b>NHS Out of Hours</b>	<b>111</b>
<u>Local Hospitals:</u>		District Nurses	(0300) 323 0022
Musgrove Park Hospital	(01823) 333 444	Health Visitors	(01458) 834851
West Mendip Hospital	(01458) 836 450	(now in Library Hub, G'bury)	
Yeovil District Hospital	(01935) 475 122	Hearing Aid Repairs	(01823) 342186
<u>Shepton Mallet:</u>		Midwives - Musgrove	(01823) 343985
Community Hospital	(01749) 342931	- Bridgwater	(01278) 436773
Treatment Centre	(01749) 333600	Patient Transport	(01278) 727444
<u>Social Services:</u>		Police (Non-Emergency)	101
Somerset Direct (Adults)	(0300) 123 2224	Priory Health Park, Wells	(01749) 672137
Care Direct (Children)	(0300) 123 2224	Smokefree	(0300) 123 1044
<u>St Margaret's Hospice:</u>			
Taunton	(01823) 259394		
Yeovil	(01935) 709480		
Samaritans	(01823) 288998		