



Newsletter

Glastonbury Surgery, Feversham Lane, Glastonbury, Somerset BA6 9LP
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Improved Access at Glastonbury and Street

From June 2017 the surgeries of Glastonbury and Street will be jointly providing improved access to our combined list of 32,000 patients. Each Surgery will be providing extended hours from 6.30pm to 8pm on selected nights of the week and also 8am to 11am on Saturday mornings in rotation.

The appointments available will be a mixture of GP, Nurse Practitioner and Practice Nurse and some routine procedures, currently undertaken during the week, will be moved to Saturday mornings.

Upgrades to our clinical systems are currently underway to allow the clinicians from all four practices to access the medical record of any patient seen by them. When you call the surgery to book an appointment, you will be advised if it is a 'shared' appointment, the location of the appointment, and you will also be asked to provide consent to another clinician accessing your medical record for the purposes of the consultation.

Please look out for information in the Surgery and at www.glastonburysurgery.nhs.uk regarding these changes.

Sun safety tips

Sunburn increases your risk of skin cancer. Sunburn doesn't just happen on holiday – you can burn in the UK, even when it's cloudy. There's no safe or healthy way to get a tan. A tan doesn't protect your skin from the sun's harmful effects. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight. Ensure you:

- Spend time in the shade between 11am and 3pm from March to October
- Never burn
- Cover up with suitable clothing and sunglasses
- Use at least factor 15 sunscreen
- Avoid physical exertion
- Keep medicines below 25°C or in the refrigerator
- Look out for others especially vulnerable groups such as the elderly, young children and babies and those with serious illnesses
- Never leave anyone in a closed, parked vehicle, especially infants, young children or animals
- Remember that it can get uncomfortably hot indoors too. Try to keep your bedroom and living space cool by closing the curtains on windows that receive the sun and opening your windows at cooler times of the day and overnight when safe to do so. Turn off non-essential lights and electrical items as these generate heat.

What factor sunscreen (SPF) should I use?

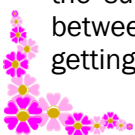
When buying sunscreen, the label should have:

- the letters "UVA" in a circle logo and at least four-star UVA protection
- a sun protection factor (SPF) of at least 15 to protect against UVB

Most sunscreens have a shelf life of two to three years. Don't spend any longer in the sun than you would without sunscreen.

What are the SPF and star rating?

The sun protection factor, or SPF, is a measure of the amount of ultraviolet B radiation (UVB) protection. SPF's are rated on a scale of 2 to 50+ based on the level of protection they offer, with 50+ offering the strongest form of UVB protection. The star rating measures the amount of ultraviolet A radiation (UVA) protection. You should see a star rating of up to five stars on UK sunscreens. The higher the star rating the better. The letters "UVA" inside a circle is a European marking. This means the UVA protection is at least one third of the SPF



value, and meets EU recommendations. Sunscreens that offer both UVA and UVB protection are sometimes called "broad spectrum".

How to apply sunscreen

Most people do not apply enough sunscreen. As a guide, adults should aim to apply around:

- two teaspoons of sunscreen if you're just covering your head, arms and neck.
- two tablespoons if you're covering your entire body, while wearing a swimming costume.

If sunscreen is applied too thinly the amount of protection it gives is reduced. If you're worried that you might not be applying enough SPF15 you could use a stronger SPF30 sunscreen. If you plan to be out in the sun long enough to risk burning, sunscreen needs to be applied twice:

- 30 minutes before going out
- just before going out

Sunscreen should be applied to all exposed skin including the face, neck and ears – and head if you have thinning or no hair – but a wide-brimmed hat is better. Sunscreen needs to be reapplied liberally and frequently, and according to the manufacturer's instructions. This includes applying it straight after you've been in water – even if it is "water-resistant" – and after towel drying, sweating or when it may have rubbed off. Water washes sunscreen off, and the cooling effect of the water can make you think you're not getting burned. Water also reflects ultraviolet (UV) rays, increasing your exposure. Water-resistant sunscreen is needed if sweating or contact with water is likely.

Children and sun protection

Take extra care to protect babies and children. Their skin is much more sensitive than adult skin, and damage caused by repeated exposure to sunlight could lead to skin cancer developing in later life. Children aged under six months should be kept out of direct strong sunlight. From March to October in the UK, children should:

- cover up with suitable clothing
- spend time in the shade – particularly from 11am to 3pm
- wear at least SPF15 sunscreen

Apply sunscreen to areas not protected by clothing, such as the face, ears, feet and backs of hands. To ensure they get enough vitamin D, all children under five are advised to take vitamin D supplements.

Protect your eyes in the sun

A day at the beach without proper eye protection can cause a temporary but painful burn to the surface of the eye, similar to sunburn. Reflected sunlight from snow, sand, concrete and water, and artificial light from sunbeds, is particularly dangerous. Avoid looking directly at the sun as this can cause permanent eye damage.



Clothing and sunglasses

Wear clothes and sunglasses that provide sun protection, such as:

- a wide-brimmed hat that shades the face, neck and ears
- a long-sleeved top
- trousers or long skirts in close-weave fabrics that do not allow sunlight through
- sunglasses with wraparound lenses or wide arms with the CE Mark and European Standard EN 1836:2005

How to deal with sunburn

Sponge sore skin with cool water, then apply soothing aftersun or calamine lotion. Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn. Seek medical help if you feel unwell or the skin swells badly or blisters. Stay out of the sun until all signs of redness have gone.

Who should take extra care in the sun?

You should take extra care in the sun if you:

- have pale, white or light brown skin
- have freckles or red or fair hair
- tend to burn rather than tan
- have many moles
- have skin problems relating to a medical condition
- are only exposed to intense sun occasionally – for example, while on holiday
- are in a hot country where the sun is particularly intense
- have a family history of skin cancer

People who spend a lot of time in the sun, whether it's for work or play, are at increased risk of skin cancer if they don't take the right precautions. People with naturally brown or black skin are less likely to get skin cancer, as darker skin has some protection against UV rays. However, skin cancer can still occur. The Cancer Research UK website has a tool where you can find out your skin type to see when you might be at risk of burning.

Protect your moles

If you have lots of moles or freckles, your risk of getting skin cancer is higher than average, so take extra care. Avoid getting caught out by sunburn. Keep an eye out for changes to your skin. Changes to check for include:

- a new mole, growth or lump
- any moles, freckles or patches of skin that change in size, shape or colour

Report these to your doctor as soon as possible. Skin cancer is much easier to treat if it's found early.

Finally, stay safe and have fun in the sun!



Are you a Carer?

If you are **please let us know** - we may be able to help you. There is a wealth of information on [NHS Choices](#) about carers and caring. Visit: www.nhs.uk/conditions/social-care-and-support-guide/Pages/what-is-social-care.aspx

If you provide care and support to an adult friend or family member, you may be eligible for support from your local council. This support could include being offered money to pay for things that make caring easier. Or the local authority might offer practical support, such as arranging for someone to step in when you need a short break. It could also put you in touch with local support groups so you have people to talk to.

The Care Act 2014 makes carer's assessments more widely available to people in caring roles. Local authorities now have a legal duty to assess any carer who requests one or who appears to need support. If you are a carer and you need some support, get in touch with the council covering the area where the person you care for lives. The council will be able to give you information and advice about how the assessment will work.

A carer's assessment is a discussion between you and a trained person either from the council or another organisation that the council works with. The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day. It must also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.

Depending on the local council, the assessment could be done face-to-face, over the telephone or online. Please be aware that not all councils will offer all three options. The council will use the assessment to identify your support needs, and to discuss how these could be met. This might mean that the council will give you help or put you in touch with other organisations, such as local charities, that you can talk to.



Be a Blood Donor



Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need long-term treatments. Many people would not be alive today if donors had not generously given their blood.

Although most people are able to give blood, only about 4% of the population donates regularly. In England, around 8,000 blood transfusions are carried out every day, so there's a need for blood donations. In particular, blood donations are needed from black and

Asian people because the current levels of black and Asian donors are very low. Certain ethnic groups often require certain blood types, so having donations from a wide range of ethnic groups is a more effective way of meeting the potential demand for blood.

As blood can only be safely stored for a relatively short time, hospital blood stocks need to be continuously refreshed. Red blood cells can only be stored for 35 days and platelets (the part of the blood that helps prevent excessive bleeding) can only be stored for seven days.

Blood donation involves collecting blood from a donor so it can be used to treat someone else. Blood donations are an essential part of our healthcare system. If we did not have volunteers giving blood, many medical procedures we take for granted could not take place. Doctors and surgeons rely on blood donations to carry out life-saving and life-enhancing treatments every day.

Thousands of blood donation sessions are held each year by NHS Blood and Transplant, so it's usually possible to attend one that is convenient for you. You will need to answer some questions about your health and have a quick blood test before you can donate blood. This is to ensure there is no danger to yourself or someone else. During a blood donation, a needle is used to collect 470ml (just under one pint) of your blood. You will need to rest for a short while after a donation, and refreshments will be offered to stop you feeling faint or dizzy. It is usually recommended that men allow 12 weeks and women 16 weeks between donations.

Most people between the ages of 17 and 66 can donate blood, although you must be in good general health. To reduce the risk to recipients of donated blood, there are rules about who can and cannot donate. For example, people who have ever had HIV, syphilis or hepatitis C can never donate blood. Having a recent tattoo, piercing or taking certain medication, may also mean you cannot donate blood.

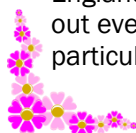
If you would like to register as a blood donor or are registered and want to find out when/where the next donor session is please visit <https://www.blood.co.uk/the-donation-process/registering-online/>

Staff News



Several staff continued to participate in our charity diet club this year and have raised £54.35. The winning participant lost 15.3lbs and chose to donate the fees raised in membership and penalty weight gain fees to Hearing Dogs for Deaf People.

Well done to all who took part.



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 or phone 0800 77 1234 to find out more.

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

Free Text Message Reminder Service...

Make sure you don't miss your appointment! This service is free and completely confidential.

- Approximately 1 in 10 people miss their appointments and have to wait for another.
- Missed appointments cost the NHS £millions.
- Missed appointments delay your treatment and increase waiting time for ALL patients.

Pick up a patient text form from reception today...

Please try to remember to cancel your appointment if it is no longer required.

535 appointments were lost in the last two months due to non-attendance preventing other people from taking those appointments.

