

## **Practice Managers Newsletter – Winter 2019**

### **Our Opening Hours for the Festive Period**

**Christmas Day – Closed**

**Boxing Day – Closed**

**Friday 27<sup>th</sup> December – 08:00 – 18:30**

**New Year's Day – Closed**

**Thursday 2<sup>nd</sup> January – 08:00 – 18:30**

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If you can, please remember our food bank collection which we donate to local food banks in your area, especially at this time of year, our collection is much appreciated.

We are having a bottle tombola on the 9<sup>th</sup> December, monies raised are going to be donated to Action for Children, in particular their secret Santa scheme.

We also have a stall in the waiting area, at the surgery on 3<sup>rd</sup> December starting at 10am, proceeds are going to Children's Society of Boston.

Once again this year we will be raising money for Butterfly Hospice, by selling Christmas Tags for our Christmas Tree, where messages can be left for loved ones missed this time of year. The suggested donation for these is £1.

If you can support any of our events it would be much appreciated and for a good cause.

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### **Surgery News**

We welcome Lynne Patrick to the Dispensary Team, she has worked with the surgery before as a trainer for our IT system, so many of us have known Lynne for many years and it lovely to be working with her again! Also, Sonia Laws has joined us as an Advanced Nurse Practitioner who will be working alongside Chris and Alex. We welcome her to the team!

### **Care for the Carers**

If you are an unpaid carer of a relative or friend, please let the team know and we can record this on your notes and of the person you care for. This will help us to help you by letting you know of any support that we become aware of that you might find useful.

### **Appointments**

There always seems to be a greater demand for appointments than slot we are able to offer. This is a countrywide problem and you may well have read that there is a shortage of GP's nationally. We

absolutely do our best to accommodate our patient's needs, either by seeing them or giving advice over the phone or by directing them to other health professionals who may be able to help.

You may be asked the nature of your call when you contact the surgery for an appointment. Many issues can be dealt with by a Nurse or Pharmacist and do not require a Doctor at all. Many of you will have met Chris, Alex and Sonia our Nurse Practitioners who see patients for minor illness and discusses them if necessary with the Duty Doctor. They also undertake home visits to assess patients; they can relay information back to the Doctor.

### **Coughs and Colds Season**

On average, adults have two to five colds each year and school-age children can have up to eight colds a year. Adults who come into contact with children tend to get more colds. This is because children usually carry more of the virus, for longer. In the UK, you're more likely to get a cold during the winter months although the reasons why aren't fully understood at present.

### **Treatment of a cold**

For most people, a cold will get better on its own within a week of the symptoms starting without any specific treatment. However, there are treatments that can help to ease your symptoms and make you feel more comfortable. These are available from your pharmacy, which means that you can treat yourself, rather than needing to see your GP. There is no cure for colds. Antibiotics, which treat infections caused by bacteria, don't work on cold viruses.

### **Self-help**

There are a number of self-help measures that may help to ease the symptoms of a cold.

- Drinking enough fluids to prevent dehydration.
- Steam inhalations with menthol, salt water nasal sprays or drops may be helpful.
- Vapour rubs may help relieve symptoms for children.
- Hot drinks (particularly with lemon), hot soups and spicy foods can help to ease irritation and pain in your throat.
- Sucking sweets or lozenges which contain menthol or eucalyptus may sooth your throat.
- Gargling with salt water may help a sore throat.

You should try to make sure you get enough rest if you have a cold. It's not usually necessary to stay off work or school.

**We would like to take this opportunity to wish you all a Merry Christmas and a Happy and Healthy New Year from all at The New Coningsby New Surgery!**