

## Self Care



**Colds and Flu** are caused by a virus, so antibiotics do not work. You may have a cough, runny nose and general aches that can last over a week. Drink plenty of fluids and take pain relief.

Diarrhoea and Sickness is normally caused by viruses and you should take small sips of water to replace fluids. Take extra care with small children.

Your pharmacist may be able to help with:

- skin conditions, such as mild acne and mild eczema
- coughs and colds, including nasal congestion and sore throat
- minor cuts and bruises
- constipation and haemorrhoids (piles)
- hay fever and allergies
- aches and pain, such as headaches, earache and back pain
- indigestion, diarrhoea and threadworms
- period pain and thrush
- warts and verrucas, mouth ulcers and cold sores
- athlete's foot
- nappy rash and teething

Would you like to be a volunteer?

The surgery is looking for volunteers to visit elderly and vulnerable patients in their homes. The aim is to help them feel less isolated.

Our volunteers may visit our patients for a cup of tea and a chat whether it be regularly or on an ad hoc basis.

People are living longer and over half of 75-year olds live alone and have few friends or relatives nearby.

If you are interested in finding out more about becoming a volunteer please pick up a leaflet from reception.

## Prescriptions

Please allow at least 72 hours for your prescription to be processed. If you have a nominated pharmacy where you collect from you will need to allow extra time.

You can order your repeat medication in the comfort of your own home using patient access. See reception for details.



WINTER  
NEWSLETTER  
Grange Road Surgery

The surgery will be closed on the following days:

Monday 26th December (Boxing Day)  
Tuesday 27th December (Bank Holiday)  
Monday 2nd January (Bank Holiday)

(during the Christmas period we will operate emergency appointments on the day only)

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*After 31 years working as a GP at the surgery Dr Gillian Elstow has decided with some sadness to retire from the practice from 31st March 2017.*

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**The surgery is currently running some pilot schemes to assist patients in accessing services quicker.**

We have a specialist nurse who works Mondays, Tuesdays and Wednesdays. Patients who are suffering with low mood, anxiety or depression are able to book an appointment with Julia.

We also run a physiotherapy pilot scheme where patients are able to ask the receptionists to be referred to the physio for help and advice with their muscles, joints and spine.

We offer phlebotomy (blood) appointments at various locations within Bristol for patients who find it difficult to get to the surgery during normal working hours.

## Not sure what to do when your child is unwell?

Download the free **HANDi Paediatric** app and get expert advice, support and guidance for common childhood illnesses.



Search  
"HANDi Paediatric"



NHS Northern, Eastern and Western Devon Clinical Commissioning Group

*The surgery is always looking for feedback.  
Please visit the NHS choices website to leave  
a review.*

## ONLINE APPOINTMENTS



All our Doctors appointments are available for you to book using the Patient Access App on your mobile phone, tablet or laptop.



You will need to register for the service by bringing some photo ID into reception so they can print the log in information for you.

## MEDICATION REVIEWS

A full medication review should be carried out routinely, at least annually, on all patients.

The medication review is an opportunity for the doctor to review the appropriateness of the patient's drug treatment.

A more frequent review may be more appropriate depending on the patient's clinical condition. If a patient fails to attend for a medication review, then the standard policy is to issue only one month extra as an emergency prescription, with a highlighted message on the right hand side of the prescription inviting the patient to attend for review.

## Did you know that your GP appointment is only 10 minutes long?

Here are some top tips for getting the most out of your appointment:

One problem, one appointment – If you have more than one problem ask if there is a double appointment available.

Talk about the most important thing first – It is better to talk about the most important problem first even if it is the most embarrassing or worrying. Write everything down beforehand if necessary.

If you don't understand, don't be afraid to ask again – the doctor can explain what has been said or any words that you didn't understand.

Ask a friend or family member to come along with you, if you would like.

Make sure you know what happens next.

You may be asked to make a follow up appointment, be referred to a consultant or for further tests.

