

# CROWN STREET SURGERY



[www.crownstreetsurgery.nhs.uk](http://www.crownstreetsurgery.nhs.uk)

Tel: 0208 992 2010

SEPTEMBER 2012

## FLU CLINIC

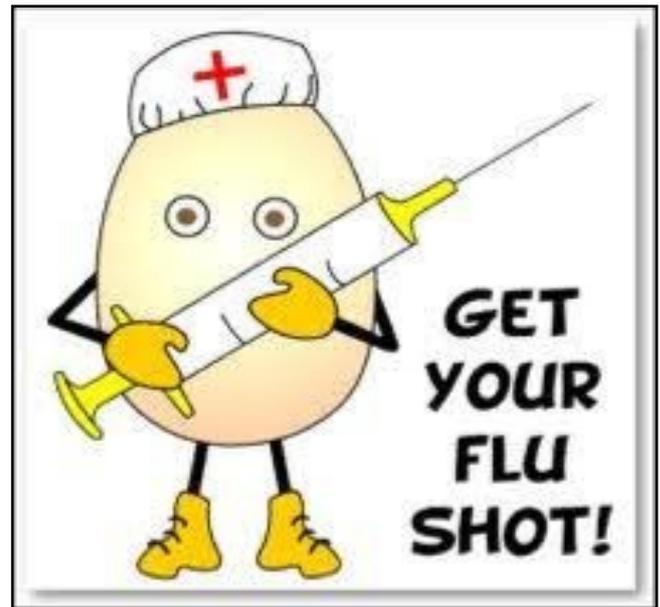
**It's that time again!** The beginning of October marks the start of the annual 'flu season'. We recommend the annual flu vaccination for **all patients aged over 65** plus those under 65 who suffer from the following conditions:

***Diabetes, Heart disease, Stroke, Kidney or Liver disease, Chronic lung disease, Cancer, Immuno-deficiency (HIV, or spleen removed), Asthma if you take regularly inhaled steroids.***

If you are **pregnant** or a **registered carer** for an elderly or disabled person, you are also entitled to the vaccination.

Booked flu clinic Sat 29<sup>th</sup> Sept 9.00-11.30  
Walk in flu clinic Sat 13<sup>th</sup> Oct 9.00-11.00

Booked weekday clinics Ask at reception



## PATIENT GROUP MEETING

**NEXT MEETING – TUES 2<sup>ND</sup> OCT 2012**  
7pm – 8.30 pm

During the up-coming meeting next month we will review the action plan made at the beginning of the year and agree on additional questions for the patient satisfaction survey.

The patient group offers patients a chance to be involved in decisions made regarding the running of the practice. The group welcomes new members, anybody who is interested in joining please contact the practice manager, Jacqui Hawkins.

## NURSE PILOT SCHEME

As part of the NHS reforms, more medical work is being moved from secondary to primary care. There is currently a shortage of nurses trained to work in general practice and from the end of Sept, we are participating in a scheme to train more practice nurses. We will have a qualified nurse with us for 2 days a week for six months learning general practice skills under the supervision of our nurses, Helen and Fiona. We are taking on this project as a team, and the nurse will also receive teaching from our doctors.

## CARE QUALITY COMMISSION REGISTRATION

All GP surgeries are required to register by 30<sup>th</sup> April 2013 and we are currently in the process of doing this. The CQC register and monitor all health and social care providers in the country to ensure they meet agreed standards. There are 16 essential standards of quality and safety covering:

- Treating people with respect and involving them in their care
- Provision of care, treatment and support that meets people's needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

Once registration is completed, we would expect to be visited by CQC every two years to check our compliance with the essential standards. Many of the standards are covered by our contractual obligations with the Dept of Health. However, CQC compliance will generate a considerable amount of work for us as a team.

The visitors will want to speak to patients as well as staff here when they visit and we will probably get very little warning of a visit. More info later next year.

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common  
colds need  
common  
sense

## WINTER APPOINTMENTS 2012

Patients with symptoms of a cough, cold or flu will only be seen by a doctor in exceptional circumstances. In the first instance any patient who needs advice for **cough, cold or flu symptoms** should either go to the pharmacy or call NHS direct. The telephone number for NHS direct is **0845 4647**.

If either the pharmacist or NHS direct advise you to see the GP then the receptionist will take a telephone message for the doctor who will call you back, usually within 2 hours. The doctor will assess you over the telephone and will offer you an appointment only should they feel that you need to be seen.

## ANTIBIOTICS AND COLD/ FLU

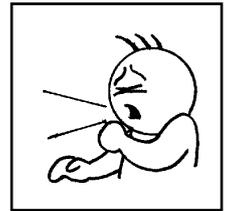
The GP will not prescribe antibiotics for a cold or flu virus. This is because antibiotics do not kill viruses, they kill bacteria and so are only effective against diseases caused by bacteria.

Antibiotics do nothing to fight the common cold or URI (upper respiratory infection), which is caused by a virus. Viruses are also responsible for most sore throats and coughs and it is better for the patient to let a viral illness "run its course."

Not only are antibiotics not effective against the common cold, they can do more harm than good if taken when they are not needed. Bacteria are clever. They can change and develop resistance to common antibiotics. The resulting "super bugs" are even more difficult to kill.

Antibiotics can also cause diarrhoea and allergic reactions. Using antibiotics unnecessarily has detrimental effects on the community. As disease-causing germs become more resistant to antibiotics, bacterial illnesses in everyone become more and more difficult to treat.

Cough, cold or flu



Treat with medicines from the pharmacy



Speak to the pharmacist or call NHS direct

## PRACTICE NEWS

We are very sad to let you know that Dr Shah lost her twins following a very premature birth and several weeks in intensive care. She will be returning to work quite soon.

Rather than cards and expressions of sympathy, it is Dr Shah's wish that instead you consider making a donation to the charity that supports the unit in which her twins spent their short lives, Queen Charlotte's Neonatal Unit. This charity is the Winnicott Foundation and here is the link to their website:

<http://winnicott.org.uk/how-your-donations-help/how-you-can-help>