

# CHURCH VIEW SURGERY & THE JONES FAMILY PRACTICE

## **Fasting Blood Tests**

When fasting for a blood test, it is vital that you continue to drink plenty of water and take your medication (unless otherwise advised).

## **Staffing Update**

We would like to welcome Daisy and Andrea to our nursing team and Ginny to our reception team.

## **Zero Tolerance**

A polite reminder to our patients that our surgery maintains a zero tolerance policy towards abusive and potentially offensive behaviour including verbal and physical. Any such behaviour will result in the patient being removed from surgery records. Thank you for your cooperation.

## **NHS Choices**

If you have experienced a good service, we would appreciate it if you could go onto the NHS Choices website and leave us a positive review.

## **Phlebotomy**

We now able to offer more blood test appointments at each site. You can now book for a blood test:

Monday - Thurs, 8am-1pm at Church View Rayleigh

Mon - Fri, 8am - 1pm at The Jones Family Practice, Hockley.

## **General Data Protection Regulations (GDPR)**

From 25th May 2018 a new data privacy law will be introduced in the UK. As a result, we've produced some new privacy notices which detail how the NHS uses and protects your information.

- The practice handles medical records according to the laws on data protection and confidentiality.
- We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need to know basis and event by event.
- Some of your data is automatically copied to the Shared Care Summary Record/ECS.
- We may/do share some of your data with local out of hours/urgent or emergency services.
- Data about you is used to manage national screening campaigns such as flu, cervical cytology and diabetes prevention.
- Data about you, usually de-identified, is used to manage the NHS and make payments.
- We share information when the law requires us to do so, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable patients.
- Your data is used to check the quality of care provided by the NHS.
- We may also share medical records for medical research.

## **Hay Fever Treatment**

Hay Fever season is approaching, here is some advice if you suffer from Hay Fever.

Common symptoms include coughing and sneezing; itchy eyes, throat and mouth; runny or blocked nose and enhanced asthma symptoms

### What can I do to treat it?

The most common treatments for Hay Fever are antihistamines and steroidal nasal sprays, these ease the symptoms but do not cure Hay Fever itself. Ask your pharmacist to see the full range of over the counter treatments

### Do I need to see a Doctor?

If your symptoms worsen, last longer than expected or are not being controlled with over the counter treatments, please book an appointment and speak to your doctor for further advice.

### Self Help Advice

- Wear sunglasses to stop pollen getting in your eyes when you're outdoors
- Take a shower and change your clothes after being outdoors to remove pollen from your body
- Stay indoors when the pollen count is high
- Apply a small amount of Vaseline to the nostril openings to trap pollen.

## **Facilities Update**

We are currently in the process of building a new consulting room. We will try to keep noise and disruption to a minimum and thank you for your understanding.

A friendly reminder to our patients not to place any waste such as sanitary products or nappies down the toilets as these are causing regular blockages. This is both inconvenient for patients and is also expensive for us to repair. Please place the above mentioned items in the bins provided.

We are pleased to announce that the NHS has recently funded and installed free wifi at the surgery for all our patients.

## **Travel Vaccines**

Please remember to allow enough time for your travel vaccines. You cannot just book an appointment for them you need to complete a travel vaccine form which you can collect from reception. Once this has been checked by the nurse, you will be contacted to advise which vaccines you require and then can book your appointment.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS. You will be advised if there is likely to be a charge.

Unfortunately there is a current nationwide shortage of Hepatitis A in the UK for travel vaccinations. Anyone requiring this vaccination would need to contact the local travel clinic.

## **Carer's Register**

Are you a carer? If you look after a friend or family member please let us know and we can add you to our carers register. This will be updated regularly and we are able to offer additional support and guidance.