

Foxhill Medical Centre Newsletter



www.foxhillmedicalcentre.co.uk

0114 2322055

Summer
2017



Retirement & New Staff Members

We would like to say goodbye and thank you to Anne, our IT lead. Anne has spent over 40 years working in the NHS, starting in Sheffield hospitals before moving into general practice in 1976.



Anne has been with us at Foxhill for almost 18 years and we wish her a long and happy retirement.

We would like to welcome Richard our new IT lead to our practice to take Anne's place. Richard started in June and spent a productive few weeks learning the ropes from Anne before taking on the mantle.

Also please welcome Dr Hina J Kanabar - our new salaried GP who started in February this year.

Friends & Family

We are currently participating in the national Friends & Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses.

When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

To complete a FFT form please ask at reception, and then place in the box provided. Thank you

Tips for coping in hot weather



- Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers, and splash yourself with cool water.
- Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- Listen to alerts on the radio, TV and social media about keeping cool.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.

Check up on friends, relatives and neighbours who may be less able to look after themselves.

Appointments & Prescriptions

Our practice offers simple ways for you to manage your appointments, order prescriptions and receive appointment reminders. If you don't already have a password to enable you to make your appointments using our online booking system or order your prescription please ask at reception.

If we have your mobile telephone number we can also send you text confirmation of your appointments and also send appointment reminders 24 hours before you're due at the surgery.

If you are not already using this service please ask at reception or visit our practice website for more details.

Self Check-in Desk

Thank you to all our patients who choose to use our self check-in desk on arrival, this really helps the reception staff deal with patients who need more information from our staff.

Polite Reminder

Can all patients who change their mobile and telephone numbers please inform us as soon as possible. We must also be informed of any change of address.

SHARING OF RECORDS

Information used to support your care

When you see a doctor, nurse or any other health or social care professional, we ask you to share information about yourself. This helps us offer treatment and care adapted to your needs. We keep a record of relevant information, which may be written down or held on computer. This record is known as your health, medical or care record.

Your care record may include:

- Basic details about you such as name, address and next of kin
- Details of any diagnosis and treatment you receive including drug prescriptions
- Results of investigations such as blood tests and x-rays
- Details of contact you have with other health or social care professionals such as visits to clinics
- Relevant information from other professionals and those who care for you

Different health and care professionals involved in your care may make their own notes, so you may have care records in different parts of the NHS and social services.

Record Sharing - in order to deliver the best integrated health and social care services to you in Sheffield we share relevant personal data between professionals involved in your care - this means sharing records between your GP, primary care, hospitals, out-of-hours, ambulance services (111 and 999) and other health and social care organisations including the Local Authority. Sharing records helps us to ensure you receive the safest, most appropriate care for you, and reduces the need for you to repeatedly tell your story.

Security & Confidentiality - NHS and social care staff will ensure that all personal data is handled in a lawful manner. Information about you is securely managed and controlled within Sheffield NHS and social care systems. We won't usually share your records with anyone who isn't involved in your treatment, care of support.

Your Rights - you have the right to access your records - for more information please ask at reception for more details. You have the right to opt out of your records being shared at any time. However, by not agreeing to share your records you may not always receive the best available service that meets your specific needs.

Further Information - Please discuss with your GP, reception, or see the Sheffield CCG website :

<http://www.sheffieldccg.nhs.uk/about-us/looking-after-your-information.htm>

Why wait to see the doctor?

If your prescriptions are free and you are suffering from...

Athletes foot	Hay fever	Nappy rash	Chicken pox
Nasal congestion	Head lice	Cold sores	Headache
Earache	Period pains	Conjunctivitis	Temperature
Dental pain	Pruritus (itching)	Constipation	Sore throat
Diarrhoea	Indigestion	Heart burn	Teething
Eczema	Tummy upset	Threadworm	Insect bites
Thrush	Haemorrhoids	Mouth ulcers	Muscular pain

...your pharmacist can offer advice and treatment!



Be Safe in the Sun

Sun damage doesn't just happen when you are on holiday in the sun. It can happen when you are not expecting it, for example when you go for a walk or sitting in your garden. Protect yourself by following the Sun Smart message:

Spend time in the shade between 11-3

Make sure you never burn

Aim to cover up with a T-shirt and hat

Remember to take extra care with kids

Then use fact 15 sunscreen

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