

## Patient Newsletter – January 2020 – Issue 6

Every two months Hereford Medical Group publishes a patient newsletter. Through the newsletter we can update our patients on the latest developments within Hereford Medical Group and important public health messages. We hope all our patients had a happy and healthy new year.

### Flu Vaccination



Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week.

But flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a long infection), so it's recommended that they have a flu vaccine every year to help protect them.

If you are eligible, and haven't had your vaccination yet, please call the surgery or book an appointment via Online Access services. Hereford Medical Group will vaccinate adults aged over 18 who are in an at risk group, all adults aged over 65 and children aged 2-3. Eligible patients can now drop-in to Moorfield House Surgery for their flu vaccination; no appointment necessary.

The flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups.

Help us, help you this winter by having your flu vaccination. If you have any further questions about the flu vaccine please send a message via our [website](#) and one of our team will get back to you.

If you haven't already, why don't you give Hereford Medical Group a 'like' on Facebook? Our Facebook page allows us to share up to date information with our patients, share staff achievements and all the latest public health information you need to know. Last year we had a day where our phones weren't working. Whilst we hope this won't happen again, Facebook allowed us to share real time information with our patients.



## Duty Team – On the day care @ HMG

Hereford Medical Group experiences an ever-growing demand for on the day appointments.

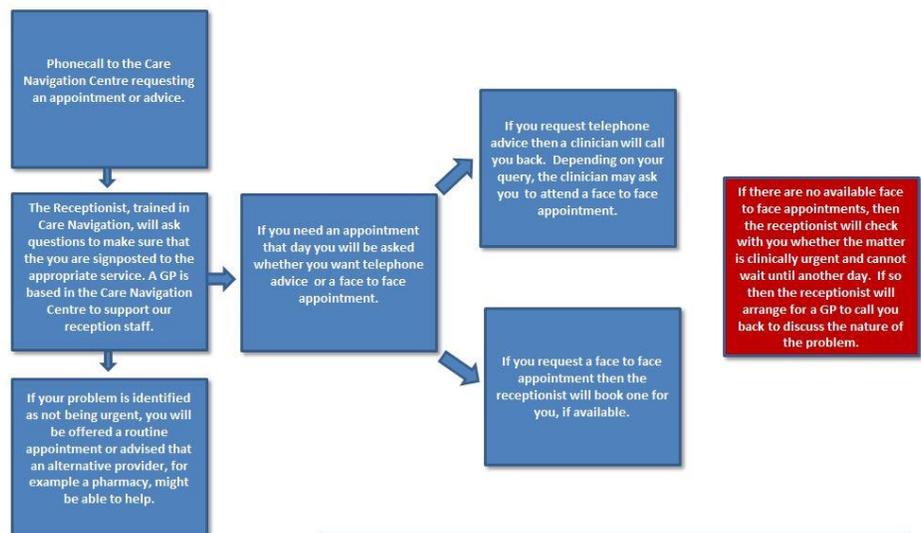
Our duty team is based at Moorfield House Surgery and they care for patients who need medical attention on the same day that they contact the surgery. The duty team consists of a mix of clinicians including GPs, Nurse Practitioners, Physician Associates and Emergency Care Practitioners.

When you ring the surgery for an appointment one of our reception team will care navigate you to the most appropriate service for your need; this could an internal or external service. A GP is based in the Care Navigation Centre to support our reception staff.

If an appointment is necessary they will ask some questions to help determine what appointment type is appropriate.

This could be a routine appointment or an on the day appointment.

You do not have to tell us why you are ringing. Sharing a little bit of information about why you're calling will help us get you to the most appropriate service as quickly as possible.



Hereford Medical Group – January 2020

- The Duty Team is based at Moorfield House Surgery
- All our reception staff are trained in Care Navigation
- The duty team consists of a mix of clinicians including GPs, Nurse Practitioners and Physician Associates
- Moorfield House Surgery is open 8am – 6pm
- Sharing a little bit of information about why you're calling will help us get you to the most appropriate service as quickly as possible - you do not have to tell us why you are ringing

# Which Service, When?

**Stay well** | Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
<p>Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.</p>	<p>Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.</p>	<p>Arthritis. Asthma. Back pain. Vomiting. Stomach ache.</p>	<p>Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.</p>	<p>Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.</p>
 <p><b>Self-care</b> is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	 <p><b>Pharmacists</b> advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&amp;E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	 <p><b>GPs and nurses</b> have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	 <p><b>Minor Injuries Units, Walk-in Centres and Urgent Care Centres</b> provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	 <p><b>A&amp;E or 999</b> are best used in an emergency for serious or life-threatening situations.</p>
<p><b>NHS 111</b></p>	<p>If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call <b>NHS 111</b>.</p>		<p>24 hours a day 7 days a week</p>	
<p><b>NHS website</b></p>	<p>You can also access health advice and guidance or find your nearest service online through the <b>NHS website</b>.</p>		<p>Visit <a href="http://www.nhs.uk">www.nhs.uk</a></p>	

Do you know how to choose the right service for your need? Take a look at the information above for more information on picking the right service for you and your NHS.

If you have severe chest pains or shortness of breath, severe bleeding or loss of consciousness, please do not wait for a triage call. A&E is the best place for emergency, serious or life threatening situations.

During the winter months it's a good idea to keep a well-stocked medicine cabinet with over the counter remedies to help ease the symptoms of common winter illnesses. Pharmacists can offer advice and suggest treatments, and if they can't help you they will point you in the right direction.

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. You can call 111 or visit 111.nhs.uk (please note 111.nhs.uk is for people aged 5 and over). NHS 111 is available 24 hours a day, 7 days a week.

# Coronavirus

The government and the NHS are well prepared to deal with this virus. You can help to...

- wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. This is particularly important after taking public transport
- avoid touching your eyes, nose, and mouth with unwashed hands
- avoid close contact with people who are sick
- if you feel unwell, stay at home, do not attend work or school
- cover your cough or sneeze with a tissue, then throw the tissue in a bin - remember catch it, bin it, kill it!
- clean and disinfect frequently touched objects and surfaces in the home and work environment
- if you are worried about your symptoms, please call NHS 111. Do not go directly to your GP or another healthcare environment
- see [further information](#) and the [Public Health England Blog](#)

  
Do not go to work,  
school or public areas



  
Avoid visitors in  
your home



  
Avoid using public  
transport or taxis



## Symptoms to look out for:



Cough



Runny  
nose



Sore  
throat



Fever



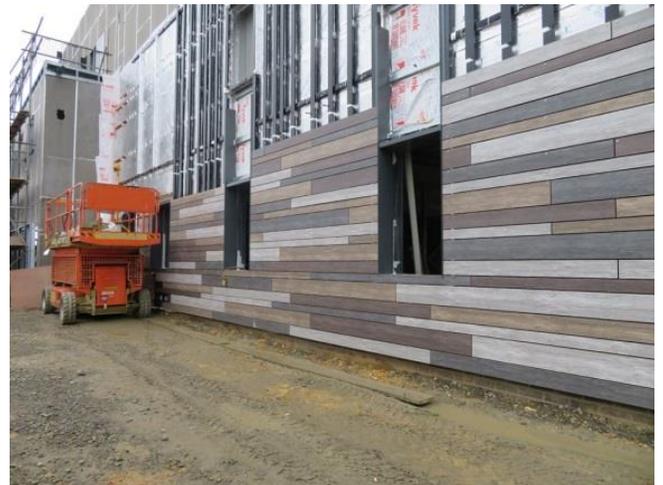
Difficulty  
breathing

# New Build

Construction works of Station Medical Centre are progressing well and remain on programme.

The roof was completed in October 2019 and works to the external envelope are ongoing, finishes include brick work, render, cladding and curtain walling. Windows are currently being installed.

Internally, partition walls have been installed to form all the rooms and first fix mechanical and electrical installations are well advanced. In the coming weeks the contractor will begin to close internal partitions and start second fix mechanical and electrical work before moving onto decorative finishes.



# MMR Vaccine



**NHS**

## Get protected against measles

The Measles, Mumps and Rubella (MMR) vaccination is the safest and most effective way to protect you and your family against these diseases. Full protection requires two doses.

For anyone not fully immunised, a catch-up vaccination is available.

Ask the reception team for more information.

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

**HELP US HELP YOU**  
GET PROTECTED

Measles is a serious illness that is highly infectious. To be protected from measles and other infections including mumps and rubella, you need to be immunised with 2 doses of MMR vaccine. It is never too late to have your MMR vaccine.

If you can't remember if you've had both MMR vaccinations, it's better to book an appointment to have MMR vaccine because extra doses pose no health risk. If you need two doses, they should ideally be given three months apart. If you have missed one or both of your MMR vaccinations contact your GP surgery to arrange an appointment. By getting immunised you will not only be protecting yourself but also those people, especially children, who cannot have MMR because they have illnesses such as leukaemia. They are protected if enough of the population is vaccinated so measles is eliminated.

## *Useful Links*

- **Hereford Medical Group – 01432 272175**
- **Like our Facebook page by searching for 'Hereford Medical Group'**
- **Follow us on Instagram - @hmgnewbuild**
- **Visit our website – [www.herefordmedicalgroup.co.uk](http://www.herefordmedicalgroup.co.uk)**
- **For information on extended access to GP services delivered by Taurus Healthcare visit [www.taurushealthcare.co.uk](http://www.taurushealthcare.co.uk)**
- **To find out more about Primary Care services in Herefordshire visit [www.herefordshireccg.nhs.uk](http://www.herefordshireccg.nhs.uk)**