

# HANNAGE BROOK MEDICAL CENTRE

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## Patient Newsletter Issue 6 — Winter 2011



### Apologies for our recent telephone problems

You may be aware that we have been experiencing some problems with our telephone system over the last couple of months. Unfortunately when we experience problems with either the system or the lines we are reliant on BT to fix the problem quickly and efficiently.

We apologise if you have been inconvenienced recently. BT have assured us that the problems have now been rectified.

## Patient Participation Group

Our next Patient Participation Group meeting is on **Tuesday 24th January 2012 at 2pm. The meeting will be held at the surgery and everyone is welcome!** We will be looking at the results of our Patient Survey carried out at the beginning of December and formulating an action plan based on the results.



### NEW TRIAGE SYSTEM

You might be aware that we have been operating a triage system for a few months and we have recently extended it to all same day appointment requests as feedback from our patients in a recent survey has shown that you found this system to work well. Anyone requesting a same day appointment will receive a telephone call back from a doctor and we have found that approximately 50% of same day appointment requests can be dealt with by the doctor over the phone saving you the need to travel to the surgery. However, those patients that need to be **SEEN** will **ALWAYS** be offered a consultation at the surgery after a short telephone conversation with the doctor.

To ensure that all our patients are given the most appropriate appointment our receptionists may ask you for some information when you call and will be able to explain the options available to you eg a telephone or a face to face appointment.

### Flu Campaign

*We have had our busiest flu campaign to date with very nearly 2000 eligible patients vaccinated. Due to the high demand it is very unlikely that we will have any spare vaccines to offer to patients outside of the Department of Health eligible categories. Vaccines are available to purchase though from some supermarkets and pharmacies.*

*The refreshment table at our Saturday drop-in clinic was very busy and we raised £89 (double last years amount). This year it was donated to the charity Wirksworth Music Lesson Fund. We were delighted with the amount raised and very pleased to be able to donate it to such a worthwhile cause. **Many thanks to everyone who made a donation!***

### Christmas Opening Hours

**Friday 23rd December — 4.30pm closing**

**Monday 26th December — closed**

**Tuesday 27th December — closed**

**Monday 2nd January — closed**

On all other days during the Christmas period we will be open as normal. Please make sure that you order your repeat prescriptions in plenty of time for the Christmas holidays. We would like to wish all of our patients a very merry Christmas and a happy New Year.



## A Patient's Guide to.....Middle Ear Infection (Otitis Media)

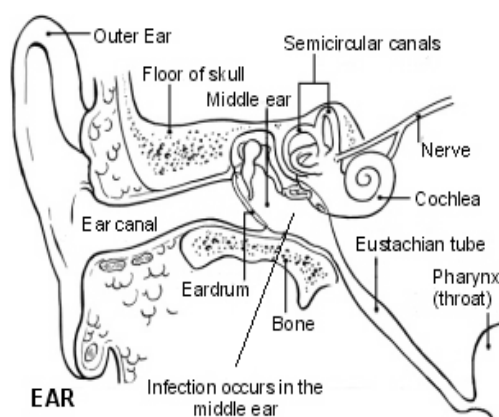
(with thanks to patient.co.uk)

Ear infection is common in children. The main symptoms are earache and feeling unwell. Painkillers are the main treatment and antibiotics are not usually needed but are prescribed in some cases. The infection usually clears within a few days.

### Earache

Earache is a common symptom of ear infection. However, not all earaches are caused by an infection. If a child has earache but is otherwise well, an ear infection is unlikely. A common cause of mild earache is a build up of mucus in the middle ear after a cold. This usually clears in a few days. Sometimes pain that you can feel in the ear is 'referred pain' from other causes such as teeth problems or a sore throat.

The middle ear is the eardrum and the small space behind the eardrum.



### How does an ear infection occur?

The small space behind the eardrum in the middle ear is normally filled with air. It is connected to the back of the throat by a tiny channel called the Eustachian Tube. The middle ear sometimes becomes filled with mucus, often during a cold. The mucus may then become infected by bacteria or viruses.

### What is the treatment for an ear infection?

Most bouts of ear infection will clear on their own without treatment within 2-3 days. The immune system can usually clear bacteria or viruses that cause infections. However, treatments that may be advised include the following:

### Painkillers

If the ear infection is causing pain, then give children's paracetamol or ibuprofen until the pain eases. These drugs will also lower a raised temperature which can make a child feel better. If antibiotics are prescribed (see below) you should still give the painkiller as well until the pain eases.

### Antibiotics—prescribed in some cases only

Antibiotics are not advised in most cases. This is because in most cases the infection clears within 2-3 days on its own. Also, it is best not to take antibiotics unless needed as side-effects such as diarrhoea or rash can sometimes be a problem. When an ear infection first develops it is common for a doctor to advise a 'wait and see' approach for 2-3 days. This means just using painkillers to ease the pain and to see if the infection clears. In most cases it does, however, if it does not then an antibiotic may be advised.

## Staff News

Dr Ram Mukkamala has joined us as a GP Registrar and will be with us until April 2012. Also joining us in January are Cecilia Kovacs as Senior Receptionist to offer help and support to our very busy reception team and Victoria Jennings as Community Matron who will be working 11 hours a week with our patients. We are delighted to welcome them all to Hannage Brook.

- We know that difficulty parking at the surgery is an issue for some of our patients.



- To try and ease the situation some of our staff now park at the leisure centre to free up more spaces for our patients.

- Thank you to our patients who leave the disabled parking spaces free for those patients who are entitled to use them. We have had complaints recently that this is not always the case.

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**111 is the new NHS telephone number to call when its less urgent than 999.**

This number is being rolled out in Derbyshire and then across the country. Our practice area telephone codes were in the first wave which started on 25 October. This means that if you ring the surgery when we are closed you will hear a message asking you to call 111. Use this service if you urgently need medical help or advice, but it is not a life-threatening situation.