

Newsletter – September 2018 Edition

Award winning staff!



We were extremely proud to hear that two of our staff, Rebecca and Carly, were nominated for Apprentice of the Year award this summer. Both employees have worked really hard studying for their apprenticeship in Business Administration and they really deserved the recognition. They were given their certificates by the Lord Mayor of Newcastle at a ceremony in Westgate College. We are really proud of our team and are pleased that both apprentices have stayed with us for permanent roles at the surgery.

Improving asthma care for our children and young people

Next time children and young people see one of our asthma nurses for their yearly check and are given their Personal Asthma Action Plan (PAAP) the nurse will ask the parent or young person for consent to share their plan with their school staff, or provide a spare copy to be handed in to the school. Teachers have met with GPs and asked for information to help when a child may be having a mild flare up of asthma.

-

Young people and mental illness

Make an appointment to speak to a GP if you/ your child may be suffering from stress, anxiety or depression. We are here to help. There are useful on-line support services also. Counselling is available on line at KOOOTH.com

For anyone aged 11-18, or if you may be in foster care or have a learning disability, you qualify up to age 25 years.

**Don't underestimate
the risks of FLU.
BOOK YOUR JAB TODAY.**

Winter 2018/19 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 are otherwise healthy it will usually clear up on its own within a week.

However, 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 lung infection), so it's recommended that they have a flu vaccine every year to help protect them.

Who should get the flu vaccine?

The flu vaccine is routinely given on the NHS to:

- adults 65 and over (including adults over 18 at risk of flu)
- pregnant women
- children aged 2 and 3
- children in reception class and school years 1, 2, 3, 4 and 5
- children aged 2 to 17 years at risk of flu

For 2018, there are 3 types of flu vaccine:



- A live quadrivalent vaccine (which protects against 4 strains of flu), given as a [nasal spray](#). This is for children and young people aged 2 to 17 years eligible for the flu vaccine
- A quadrivalent injected vaccine. This is for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long-term health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine
- An [adjuvanted](#) trivalent injected vaccine. This is for people aged 65 and over as it has been shown to be more effective in this age group

If your child is aged between 6 months and 2 years old and is in a high-risk group for flu, they will be offered an injected flu vaccine as the nasal spray is not licensed for children under 2.

65 and overs and the flu vaccine

You are eligible for the flu vaccine this year (2018/19) if you will be aged 65 and over on March 31 2019 – that is, you were born on or before March 31 1954. So, if you are currently 64 but will be 65 on March 31 2019, you do qualify.

Annual Complaints Report April 17 – March 18

In the reporting year the practice logged 15 complaints. All complaints were investigated according to the practice complaints policy. Of the 15 logged 3 were upheld. Investigations into complaints that were upheld highlighted issues as follows:

1. Privacy and dignity – we moved stock items out of nurse treatment rooms to prevent nurses having to knock and enter rooms when in use. This ensures we better respect patient privacy during appointments.
2. Online ordering of prescriptions – we had not ordered an item a patient had requested in the free text part of the online ordering system and we relooked at our processes.
3. Accessibility – we recognise that our premises needs better access to the first floor and we are actively addressing this by exploring opportunities to move premises.

Most complaints were made by patients themselves in the age group 26-55. The most common cause of complaint was 'clinical treatment' and complaints were in the majority about practitioners (GPs).

The total number of formal complaints dropped in this year, falling from 25 in the year 16/17 in which 11 were upheld. In 16/17 the majority of complaints including those not upheld related to prescribing issues. In the current year the practice employed a pharmacist and reviewed many of the existing prescribing systems which could account for the reduction in complaints.

Making a complaint is not the only way to give feedback, the practice received many comments forms in the reporting year and each one is investigated and followed up. We share all feedback, good or bad, with the team. We ask patients to complete a 'friends and family' form when they visit the practice. This year 84% of patients said they were either extremely likely or likely to recommend our service to a family or friend.

Diabetes

Diabetes can lead to serious complications, like sight loss and amputation.

Knowing what health checks you need and how to get them can reduce your risk of developing these complications.

The 15 healthcare essentials

Your HbA1c blood test, eye screening and foot checks are all part of the 15 diabetes healthcare essentials. You might already be getting these checks, but did you know that the healthcare essentials cover things like advice on diet and a free flu jab too?

Here are the 15 essentials you should be offered:

- Blood glucose test (HbA1c test)
- Blood pressure check
- Cholesterol check (for blood fats)
- Eye screening
- Foot and leg check
- Kidney tests
- Advice on diet
- Emotional and psychological support
- Diabetes education course
- Care from diabetes specialists
- Free flu jab
- Good care if you're in hospital
- Support with any sexual problems
- Help to stop smoking
- Specialist care if you're planning to have a baby.

We listened

We received patient feedback that staff did not know enough about British Sign Language and did not know to book interpreters.

We can confirm that BSL interpreters are available from reception and we soon be holding a deaf awareness

West Road Wobblers



On 9th September 13 members of staff took part in the Great North 5k run on the Quayside. We raised over £500 for Search who provide services for older people in Newcastle. For most of us it was our first experience of running and we trained using the NHS Couch to 5k app. Couch to 5K is designed to get you off the couch and running 5km in just nine weeks.

Couch to 5k

Your	Why
Aim	To run 3 times a week for at least 30 minutes (approx. 5K).
Benefits	Running at any speed will get your heart pumping. Running regularly, or 3 times a week, will increase your fitness so you don't feel so out of breath. Plus it's great for boosting your mood and feeling energised.
Goal	The programme is 9 weeks long but take as long as you need. It is fine to repeat weeks, but try not to skip any weeks. You don't want to do too much too soon or else you'll get burned out. As long as you keep on moving you'll find the more you can do the more you'll want to keep it up.
Next steps	The Couch to 5K plan is great way to start running. Once you are running regularly the key is to keep running 3 times a week. Whether you want to register for a race or get more social, there are loads of ways to impress yourself now that you are a runner!

The app is completely free to download to your phone and is designed for beginners. At first you will run for one minute and then walk, and repeat that cycle. We can recommend it, it is good for mind and body! Take a look on our website for more details. www.westroadmedicalcentre.co.uk