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Normal surgery hours
Morning 8.30 – 11.10
Afternoon 15.20 – 17.30

Reception opening hours
Histon 8.00 – 13.00 and 14.00 – 18.00
Cottenham 8.00 – 12.00 and 14.00 – 18.00

If you can't get through on the usual number at any time, please call the other site and staff will be happy to help you. Please let them know which site you wish to be seen at if this is for an appointment.

Extended Hours

We offer out of hours appointments for patients on some early Wednesday and Friday mornings and once a month on Saturdays.

Surgery Closure Afternoons

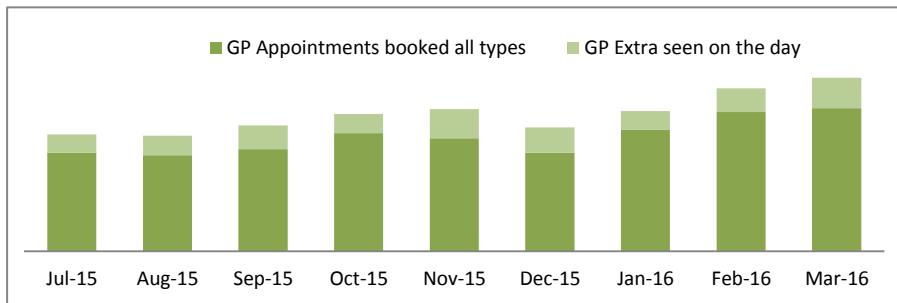
Our surgeries will be closed on 21st July and 15th September 2016 for essential staff training. If you have an urgent need to be seen, please ring the usual surgery number.

Comments - We welcome any comments or suggestions about the Practice and the service it offers, so if you have a good idea please let us know. You can leave your comments on our website, via email (firs.house@nhs.net) or by filling in a Friends and Family test at the reception.

Appointment demand

Despite extra sessions and help from our doctors and locum doctors, we all (along with Addenbrooke's A&E and other surgeries in Cambridge) experienced an unprecedented demand for appointments in March 2016. This can clearly be seen on the surgery appointment chart below.

We are constantly reviewing our appointment system and provided more "book on the day" appointments in March to meet this demand which led to a lack of pre-bookable appointments for a couple of weeks. Our priority was to make sure that everyone who needed to be seen on the day, was seen – even if it meant 40 extra patients sitting and waiting for their consultation!



We are now back on track and continue to review our system. All over the country doctors have tried to address the same problem. Triage has become quite popular; triage means you are telephoned back to check who needs to be seen and who can be dealt with on the phone or have an appointment sometime in the future. Test results can be checked by doctors and the reception team can communicate results back to the patients.

Please only request an urgent appointment if the situation is medically urgent; also remember that your local pharmacist can help you with many minor illnesses. It is important to remember that simple coughs and colds are caused by viruses and will not be helped by antibiotics.

New locum doctors

We are pleased to say that you will see some new names on our locum doctors list. Dr Walcott worked for a number of years in one of Ely's practices and Dr Norrish has practiced at several surgeries in the area. They both are very experienced doctors who know the local policies and pathways and we welcome them to our surgery.

Choose Well - www.cambsandpeterboroughchoosewell.co.uk

The NHS England is actively promoting awareness about the **SELF CARE** approach and provides lots of useful information about places where you can get extra medical help.



allergies.

Your **local high street pharmacy** (sometimes called chemist) can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment or going to the Emergency Department. You do not need an appointment to see a pharmacist. Some of the things pharmacies can help with include: aches and pains, emergency contraception, medicines advice, skin conditions, hay fever, coughs and colds, diarrhoea and



Minor Illness and Injury Unit

Minor Illness and Injury Unit and Walk-in Centre at Princess of Wales Hospital offers convenient access to treatment for patients. They can treat a range of minor injuries and illnesses from strains and sprains, to broken bones, minor burns and bites.

Lynn Road, Ely, CB6 1DN Telephone: 01353 656675
Open: 8.30am-6pm; seven days a week except Christmas Day and New Year's Day.



You should use the **NHS 111** service if you need medical help or advice urgently but it's not a life-threatening situation.

Calling 111 will connect you to a team of fully trained call advisers, who are supported by experienced nurses and paramedics. They will ask you questions to assess the symptoms, and give you healthcare advice you need or direct you to the most appropriate and available local service.

PPG NOTICEBOARD

Join our **Virtual Patient Group** by registering on the surgery website or at reception.



The PPG were saddened at the sudden death of William Bretherick, who had been a valued member of the PPG for three years. He will be missed by everyone.

EVENTS



Our surgery was delighted to take part in a **Health and Wellbeing Event at Impington Village College** on 20th April.

The PPG wanted to do something that would be useful for young people aged 11-18 and approached Impington Village College with the idea of working in partnership to organise a Health and Wellbeing event.

Members of the PPG worked alongside staff at the college to facilitate the event, however the students took responsibility for planning and organising it. They identified topics felt to be relevant to students at the college such as healthy eating, sexual health, stopping smoking, prevention of skin cancer and services on offer at Firs House, and invited appropriate groups and organisations to attend the event and to provide information to students.

Stalls from external organisations as well as some organised by the student coordinating committee were set out in the college Prom. It was buzzing with activity as students went from stall to stall asking questions about a range of topics, picking up free samples and information leaflets. Everyone involved felt the event had been a great success.

Future Events:

Caring for Dementia - Tuesday 11th October 2016, 7.30p.m. Histon Baptist Church

Free information evening with Valerie Freestone RMN, Specialist Clinical Dementia Nurse at Addenbrooke's, and Dr. Simon Poole GP.

Self care

A well-stocked medicine chest will help you treat many everyday illnesses and minor ailments at home.

Always follow the directions on medicine packets and information leaflets, and never take more than the stated dose.

If you have questions about any of these medicines or you want to buy them, ask your local pharmacist.

Always keep medicines out of the sight and reach of children. A high, lockable cupboard in a cool, dry place is ideal.

Regularly check the expiry dates on a medicine. If a medicine is past its use-by date, don't use it or throw it away. Take it to your pharmacy, where it can be disposed of safely.

Cambridgeshire and Peterborough Clinical Commissioning Group

Be Self-Care Aware

By keeping a selection of essential medications at home you can treat common conditions in a timely manner, avoid unnecessary trips to see your doctor and/or visits to the A&E department.



What to keep in your medicines cabinet

The following medications can be brought from pharmacies or your local supermarket and are generally cheaper than buying them on prescription.

- Allergy medicines
- Simple pain killers like paracetamol and ibuprofen
- Sore throat, coughs, colds and flu medications
- Heartburn and indigestion remedies
- Pile (haemorrhoid) treatments
- Anti-diarrhoea medication
- Rehydration salts
- First aid kit including plasters and bandages.

Speak to your local pharmacist about stocking up on your medicines cabinet to treat common conditions for you and your family.

Electronic Prescription Service (EPS)

Following the introduction of EPS, 3635 out of 5198 patients now have their repeat prescriptions sent directly to their chosen pharmacy without an unnecessary visit to the surgery. If you wish to carry on having the printed script, you can keep it this way. Please let us know if you would like to nominate a pharmacy so we can send your repeat prescription electronically to your chosen pharmacy.

We have discovered that when new patients' records are transferred electronically to our surgery their nominated pharmacy stays on the record. If you are new to the area, please update and inform us of your new choice of pharmacy.

On-line access

The 2015/16 GP contract stipulates that practices need to allow patients Detailed Coded Records Access (DCRA) by 31st March 2016. The surgery has now successfully set this facility up and our patients can now request the following:

Basic patient access - book appointments online, order repeat medications and change your contact information.

Detailed Coded Records Access (DCRA) - in addition to the above, allows you to view information about your medication, test results, allergies, vaccinations and appointment coded data.

More information, forms and surgery policies are available at the reception and on our website. Please follow the link to "patient access online services" on the home page www.firhouse.com/info.aspx?p=10

Guide for parents

Our Doctors are recommending parents read a helpful guide called "**When Should I Worry?**" - www.whenshouldiworry.com

'When Should I Worry?' is a booklet developed by researchers at Cardiff University. It provides information for parents about the management of respiratory tract infections in children (coughs, colds, sore throats, and ear aches), and has been designed to be used in primary care consultations.

Who is this booklet for?

Having an ill child can be a very scary experience for parents. If you understand more about the illness, it can help you to feel more in control. This booklet is for parents (and older children!) who are worried about their child having a common respiratory infection. It is not meant for children who have ongoing health problems, such as asthma, heart or kidney problems. You should not rely on the advice in this booklet if your child is one less than a month old, sooner than you can respond differently to infections.

What is it that you are most worried about?

If you are seeing your GP or nurse, it is important to tell them what it is you are most worried about.

What are you expecting from the consultation?

When you consult with a doctor or nurse, it is a good idea to think about what you are expecting. If you have any ideas about what you would like done, you should tell the doctor or nurse. This will allow them to try and deal with the things that you are expecting.

Fever (feared body temperature)

Having a fever is a normal response that may even help to fight infections.

• Fever does not harm your child. Bringing temperature down does not seem to prevent infections.

• Children with a high temperature (40°C or more) are more likely to have a more serious infection (though most will not). Look at page 7 to see other signs of more serious infections.

What can I do about it?

To make your child more comfortable, they may want to try and cover more of their body.

Paracetamol and / or ibuprofen (ask your pharmacist for advice) and light clothing (do not wrap your child up if they have a fever). Sponging a child with tepid water (not cold) may make matters worse by upsetting a child's body temperature (which can raise their temperature more).

However, as long as it does not upset your child, you could give them warm water may help a little.

