

# Friary House Surgery

Winter 2018 Edition



To date the surgery has 10,739 registered patients.

Inspected and rated

Good



## Medicines No Longer To Be Prescribed

The NHS currently spends around **£136 million a year** on prescriptions for medicines that can be bought over the counter from a pharmacy or supermarket. By reducing the amount the NHS spends on such medicines, priority can be given to treatments for more serious conditions where funds are short, such as: cancer, diabetes and mental health problems.

For this reason GPs will (generally) no longer be prescribing for the conditions listed below. Treatments for these can be purchased at the pharmacy, even if you qualify for free prescriptions.

GPs, nurses and pharmacists will also no longer prescribe vitamins, minerals and pro-biotics, unless they are identified as a clinical need.

There are some exceptions to the new prescribing rules, such as long term chronic pain or inflammatory disorders, complex minor illness etc. Whether or not medications can be prescribed will be at the discretion of your GP.

Pharmacies consist of teams of qualified Health professionals. They can offer help and clinical advice to manage **minor health concerns** and offer you the most appropriate treatments.

## Minor Health Concerns include:

- Acute sore throat
- Cradle Cap
- Dry eyes/sore tired eyes
- Haemorrhoids
- Infant colic
- Infrequent Migraine
- Mouth ulcers
- Oral thrush
- Sunburn
- Threadworms
- Conjunctivitis
- Dandruff
- Earwax
- Head lice
- Infrequent cold sores of the lip
- Insect bites and stings
- Mild cystitis
- Mild to moderate hay fever
- Nappy rash
- Minor burns and scalds
- Sun protection
- Travel Sickness
- Coughs, colds and nasal congestion
- Diarrhoea (adults)
- Excessive sweating
- Indigestion and Heartburn
- Infrequent constipation
- Mild acne
- Mild dry skin
- Minor Pain, discomfort and fever (e.g: aches and sprains, headache, period pain, back pain)
- Mild irritant dermatitis
- Ringworm/athletes foot
- Teething/mild toothache
- Warts and verrucae
- Prevention of tooth decay



## Your Data Matters

### How to Opt Out

Information about your health and care helps us to improve our services for you, speed up diagnosis, plan local services and research new treatments.

In May 2018, rules regarding how this data can be used were improved.

The NHS is legally bound to keep patient data safe and secure.

Wherever possible the NHS uses data that does not identify you, however sometimes it is necessary to use confidential patient information in research and planning.

You as a patient can choose whether your confidential patient information can be used for these purposes.

If you would **NOT** like it to be used, you must **OPT OUT** either online or through the telephone service:

[nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)

**0300 303 5678**

You can change your choice at any time. Information regarding how your confidential information can be used and the opt out service is available in different formats for:

- Carers
- Black and ethnic minorities
- Young people

Please ask a member of staff on where to find information regarding this.



## Phonecalls

### Please keep your phones with you!

If you are expecting a call from a GP or Clinical Practitioner, please ensure that your phone is kept with you at all times, with the volume adequate and that you are able to answer a private call.

The medical staff will try to contact you twice only, and if unsuccessful you will have to re-arrange your call for another day.

We cannot guarantee a time that the clinical team will ring, this can be anytime up until 7.30pm.

We will try to accommodate specific requests where possible, but this cannot be guaranteed.

Clinic time is very valuable, and with increasing demands on services it is vital for us to be as efficient as possible.

Every missed call is a missed chance for another patient to be contacted.

We appreciate your help with this ongoing matter.

**Thank  
You**



## Coils and Implants

We now offers fittings of the Long Acting Reversible Contraceptives: Coils and Implants.

If you would like further advice/information regarding either of these, please arrange a telephone call with Dr O'Leary to discuss your options further.

## National Institute for Health Research

Did you know that Friary House Surgery takes part in NHS research, through the National Institute for Health Research?

Evidence shows that patients cared for in a research active setting have better health outcomes.

More information about our current projects can be found on the website.

Research helps us find evidence supported answers to improve treatments and quality of life for patients now and in the future. Ask our health co-ordinators how you can get involved!

### Clinical research can focus on:

- Promoting a healthier lifestyle
- Disease prevention
- Disease diagnosis
- Treatment of common ailments
- Management of long term health conditions

### It can be:

- Empowering
- Reassuring
- Rewarding
- A way to meet new people

### The latest NHS research news online can be found at:

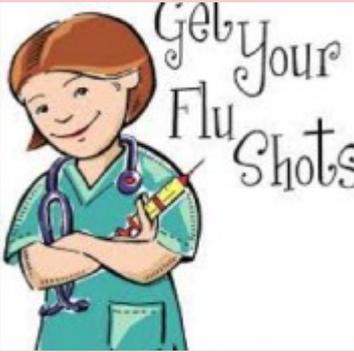
 [www.crn.nihr.ac.uk/swpeninsula](http://www.crn.nihr.ac.uk/swpeninsula)

 [www.facebook.com/NIHRSW](https://www.facebook.com/NIHRSW)

 [www.twitter.com/NIHRCRN\\_SWPen](https://www.twitter.com/NIHRCRN_SWPen)

## Flu Vaccination

Remember to get your flu vaccine, here free on the NHS if you are:



- 2 and 3 year olds born between 01/09/2014 and 31/08/2016
- 65 years of age or over
- Pregnant
- Diagnosed with certain medical conditions/disabilities
- Living in a long-stay residential care home or other long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

Frontline health and social care workers are also eligible to receive the flu vaccine. It is your employer's responsibility to arrange and pay for this vaccine.

## Our Clinical Team

Our GP Surgery is made up of a multi-disciplinary team, to offer you the most appropriate services during your times of need.

This includes:

- Two General Practitioner Partners > Dr O'Leary and Dr Bertie
- Two salaried General Practitioners > Dr Papa and Dr Menth
- Two Paramedics > Lee and Lindsay
- Two Nurse Practitioners > Julie and Mandy
- Four Nurses > Jacki, Sarah, Sue and Sophie
- Two Health Care Assistants > Kirstie and Sarah
- One Phlebotomist > Sue
- Pharmacy Technician > Lisa Girvan - Lisa is employed by Livewell Southwest, but we are grateful to have her supporting us in medicines management.



### Coffee Morning



**Wednesday 12th December**

**10.00am**

### Alzheimer's Society

Please come and join us for a coffee morning, In aid of supporting the Alzheimer's Society. Most of us will know someone who suffers from this degenerative disease, and will understand how important it is to continually strive to improve the available care and support. All funds raised from the coffee morning will help fund research and provide vital resources for people living with dementia.

### Christmas Closing Dates



**25th December**

**26th December**

**1st January**

**Don't forget to get your repeat prescriptions in before the 14th December at the latest, so you don't run out over the festive season!**

# Welcome

We are still continuing to grow at Friary House Surgery. We would like to introduce you to the newest members of our team. Recently joining us we have:

## Health Care Co-ordinators:

**Lena** - Joined Friary house for a new challenge and change of career. She likes having adventures with her daughter, chocolate and musicals. Lena dislikes negativity, the rain and insects. Welcome to the team Lena.

## Apprentice:

**Kaira** - Kaira likes singing, shopping, travelling and elephants. She dislikes moths, the smell of money, coconuts, pineapples and wasting food! Kaira has joined us at Friary on an apprenticeship, and works with our administration team. We wish her the best of luck.

## Students:

You may also find during your consultations that we have some students joining our clinicians. As a surgery we are keen to support our local University and Colleges in the training of their students. We offer placements and mentorship to medical, nursing and paramedic students training in their field.

If you prefer to not have students during your consultation please do tell the member of staff you are seeing.

## Reception:

**Joanne** - Jo joined our reception team here at Friary, but has decided to return to the retail industry. We wish her the best of luck.

# Goodbye

## Urinalyses



If you bring in a urine sample, which shows haematuria (blood in the urine), with no obvious cause, you will be asked to bring in another sample for re-dip within 2 weeks.

If this continues to show blood— a telephone call will be arranged with the GP to discuss further possible causes.

## Blood Test Information

To find out your blood results, you will need to phone the surgery on the main number:

**01752 663 138**

Due to the time pressures on the GP's, it will now take 7 days before your results are available.

**The surgery will not call you.**



## Friary House Surgery

### Address

2A Beaumont Road  
St Judes  
Plymouth  
Devon  
PL4 9BH  
Tel: 01752 663138  
www.friaryhousesurgery.nhs.uk

## Opening hours

Monday—Friday  
8am—6pm  
Alternate Saturday mornings  
with a GP  
Pre-booked appointments are  
also available with our Health  
Care Assistants  
Monday—Wednesday  
7.30 am to 8.30am



**We Wish All Our Patients and  
Their Families A Very Merry  
Christmas**

