



CHRISTMAS OPENING HOURS

Oaklands Health Centre will be **closed**

Friday 23rd December 2016 at 18.00 and will re-open Wednesday 28th December at 08.00

Friday 30th December 2016, 18.00 and will re-open Tuesday 2nd January 2017 at 08.00

If you feel unwell during the Christmas and New Year closures please contact 111 for non-emergencies and 999 for life threatening emergencies.

How should I treat my cold?

The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and to rest. Colds can last about two weeks and may end with a cough and bringing up phlegm. There are many over the counter remedies to ease the symptoms – paracetamol, for example. Ask your pharmacist for advice. If the cold lasts more than three weeks, or you become breathless or have chest pains, or already have a chest complaint, see your doctor.

What about my children, they're always getting coughs and colds?

It's very common for children to get coughs and colds, especially when they go to school and mix with other children. Ask your pharmacist for advice. If the symptoms persist and you are concerned, see your doctor but you shouldn't expect to be prescribed antibiotics.

Why should antibiotics not be used to treat coughs and colds?

All colds and most coughs and sore throats are caused by viruses. Antibiotics do not work against infections, such as colds, caused by viruses. Viral infections are much more common than bacterial infections. <http://antibioticguardian.com/public/>

What should I look out for as possible signs of serious illness that may need urgent assessment?

- If you develop a severe headache and are sick.
- If your skin is very cold or has a strange colour, or you develop an unusual rash.
- If you feel confused or have slurred speech or are very drowsy.
- If you have difficulty breathing. Signs can include:
 - a. breathing quickly
 - b. turning blue around the lips and the skin below the mouth
 - c. skin between or above the ribs getting sucked or pulled in with every breath.
- If you develop chest pain.
- If you have difficulty swallowing or are drooling.
- If you cough up blood.
- If you are feeling a lot worse

Phone for advice if you are not sure how urgent your symptoms are

Can I get advice from anywhere else?

Try your local pharmacist for advice about your symptoms or look on our website for directions to our online consult service which has a wide variety of self help advice

www.oaklandshealthcentre.co.uk

November 2016

“EVERY PATIENT IS OUR ONLY PATIENT”
OAKLANDS HEALTH CENTRE PATIENT NEWSLETTER



FLU VACCINATIONS

Do you have COPD, CHD, Diabetes, Asthma or are over 65? Have you had your flu vaccination yet? If not please contact the surgery to book your flu jab now.

OAKLANDS DISPENSARY

DO NOT RUN OUT OF MEDICATION

Please check your medication supplies will last over the Christmas and New Year period and if not please order in plenty of time. It takes 48 hours from your request being received for your prescription to be ready to collect. Christmas is a very busy time, so please ensure you order your medication in plenty of time. If you can you give more than 48 hours' notice during this period that would be very much appreciated.

CHECK IN MACHINE

In order to ensure your information is correct we ask questions when you check in, for example your smoking status. This then updates your medical records. You will not be asked these questions again until the following year. You can opt out of the survey.

Please can we ask that when patients are checking in that they respect the privacy of the person in front of them.



HAVE WE GOT YOUR UP TO DATE CONTACT DETAILS?

Have you moved, changed your home, work or mobile telephone number?

Is your email address still up to date?

If not please inform the surgery as soon as possible in order for us to ensure your letters are sent to the right address, if we need to contact you by phone we can.

You can fill out an online form for your change of address but you will need to present at the surgery with confirmation of your ID. In order to update telephone number changes we require you to fill out a form at reception.

DEMENTIA CAFÉ

Oaklands Health Centre runs a community Dementia café the 2nd Thursday of every month for Dementia patients and their carers, 12.00 – 14.00. Carers do not need to bring the cared for with them and you do not need to be a patient of Oaklands Health Centre. You do not need to wait for your diagnosis of Dementia to attend our clinic.



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OAKLANDS WEBSITE

Did you know our surgery booklet is on our website? www.oaklandshealthcentre.co.uk click on patient information under the heading further information on the right hand side of the home page.

BEAT THE QUEUES

You can book and cancel appointments online

Order repeat prescriptions online

If you are having any problems setting this service up, or it is not working for you please contact Michelle Blackburn on 01484 691360 Monday – Thursday 09.00 – 15.00

DID NOT ATTEND

140 patients did not attend their appointment in October. That is 23 hours of lost appointments and wasted clinical time. Could you get an appointment when you needed? Please ensure you cancel your appointment if you no longer require it.

STAFF TRAINING

We are closed for staff training the last Wednesday of the month 13.00 – 16.00.

If you require to urgently speak with the on-call doctor during this time please dial 01484 691363

111 for non-emergency

999 life threatening emergencies

CQC INSPECTION

We had our CQC inspection on the 20th October 2016 which went very well. We should have our report sometime in the New Year.

**IF YOU REQUIRE THIS NEWSLETTER IN LARGE PRINT PLEASE ASK
RECEPTION**



"Just for fun"

WORDSEARCH

D	I	S	P	E	N	S	A	R	Y	Z	Z	V	T	N
O	O	K	A	N	T	E	N	A	T	A	L	K	L	H
C	V	C	L	B	U	O	C	L	N	P	B	N	I	A
S	S	U	T	T	F	S	S	V	C	P	V	B	N	M
C	O	H	R	O	P	N	I	A	C	O	U	G	H	Y
I	X	W	Y	Q	R	P	I	M	T	I	P	B	S	D
D	D	G	L	F	E	S	N	W	R	N	J	Y	X	W
E	I	C	L	R	S	Q	J	B	W	T	Z	Y	U	J
A	A	Z	M	Z	C	R	E	A	M	M	B	L	L	R
P	B	C	Z	V	R	Y	C	X	R	E	V	E	F	E
O	E	J	J	M	I	I	T	S	H	N	C	W	M	C
H	T	Q	Y	H	T	Z	I	B	M	T	V	U	Z	O
T	I	Q	S	C	I	M	O	Z	I	X	E	I	A	R
R	C	W	B	X	O	C	N	Q	V	A	D	E	U	D
O	A	K	L	A	N	D	S	M	Z	U	J	U	W	S

RECORDS

PRESCRIPTION

NHS

APPOINTMENT

CREAM

ANTENATAL

DOCTORS

FLU

DIABETIC

FEVER

INJECTIONS

ORTHOPAEDICS

OAKLANDS

COUGH

DISPENSARY