

Coronavirus Guidance

IF YOU HAVE RETURNED from:

China, Japan, Macau, Malaysia, Hong Kong, Republic of Korea, Singapore, Taiwan or Thailand in the past 14 days *or have been in contact* with somebody who has already had a confirmed case of Coronavirus, *and* you have a cough, fever or shortness of breath please *do not book an appointment online*, but immediately:

- **Stay indoors and avoid contact with other people as you would with the flu**
- **Call NHS111 to inform them of your recent travel to the country**

NOROVIRUS

NOROVIRUS, the 'winter vomiting bug', is a stomach bug that causes vomiting and diarrhoea. It can be very unpleasant, but usually goes away in about 2 days.

The main symptoms of norovirus are:

- feeling sick (nausea) or vomiting, diarrhoea
- You may also have:*
- a high temperature of 38C or above
 - headache, aching arms and legs

How to treat norovirus yourself

You can usually treat yourself or your child at home and you should start to feel better in 2 to 3 days.

- Stay off school or work until you have been clear the symptoms for 2 days.
- Avoid visiting anyone in hospital during this time – you could accidentally infect others
- Please don't visit the surgery – again you are likely to infect others in the waiting room & clinics. *If in doubt phone in for advice.*

How norovirus is spread

You can catch norovirus from:

- close contact with someone with norovirus
- touching surfaces or objects that have the virus on them, then touching your mouth
- eating food that's been prepared or handled by someone with norovirus

Wash your hands frequently with soap and water to stop it spreading. Drink plenty of water through the day.

Nurse Carole retires



NURSE CAROLE OSBORNE retires at the end of March. Carole joined the practice in August 1989 and has been with us for over 30 years. In that time she has cared for three generations of some families – a testament to her care and professionalism.

Kerry Edwards Office manager says 'Carole is a constant rock to all at the practice, she champions everyone. Carole has supported many patients over the years, especially those with learning disabilities through her involvement in special projects. Staff and patients will miss her dearly. I know my weeks won't be the same without Carole in them'.

The nursing team say 'Carole is what you see is what you get. She is the same with everyone, an excellent nurse, a diamond who will be greatly missed'.

Carole's last day will be Friday 27th March.

Other Staff News

Carole Garland, Pharmacy Technician has joined us, working Tuesday to Friday. Ring reception and ask to speak with Carole if you need advice on your medication, side-effects or possible medication conflicts.

Kerry Edwards' role has been redefined and she is now the Deputy Manager of the practice.

The Nursing Team was highly commended in a regional 'Flu Hero' competition, winning a large hamper.

Doctor, doctor . . .

Patient: Doctor, I've broken my arm in two places.

Doctor: Well don't go in those places again.

Reviewing Repeat Prescriptions

REPEAT PRESCRIPTIONS must be reviewed every month or so to check that your medications are still appropriate. If you re-order online, you may occasionally be blocked from re-ordering.

It is *not necessary* to arrange an appointment with your doctor when told that you are due for a review. The prescriptions are reviewed by a doctor and you will be called in if there are any matters to be discussed or changed. If you have any concerns, you can always ask to speak with Carole Garland, pharmacy technician (Monday-Friday) or ask for a GP appointment.



Where were You?

LAST YEAR Saltscar patients missed *over 2000* appointments. That's an average of six appointments every day.

Four people every day failed to keep their appointments with a Doctor or Nurse Practitioner. That represents three-quarters of an hour of wasted time when they could have been attending to other patients. *Yet still people ask why they must wait several days to see a GP. Think about it!*

A further 549 patients failed to turn up for an appointment with a nurse. That's another couple of wasted slots in the diary every day.

Saltscar Surgery is taking an increasingly firm line with patients who do not keep their appointments. Miss one or two appointments and you will receive a letter asking you to be more considerate. Miss three and you risk being removed from the surgery's list.

Nurses' clinics now online

APPOINTMENTS WITH NURSES for many routine procedures can now be booked online.

- Blood tests
- Diabetes checks
- Smear tests
- Asthma/COPD clinic
- Hypertension (blood pressure etc)

You can pick from available dates to find an appointment to suit you. Appointments can be booked up to twelve weeks in advance. *Once you book it, don't miss it!*

Ask at reception for your personal login details.



That weird clock in Redcar Primary Care Hospital

HAVE YOU SEEN the DNA clock in the general waiting area at Redcar hospital? It represents a DNA helix. Here's how it works.

There are twelve bars with orange globes on their ends that make a vertical spiral or helix. These represent the hours. The sixty white lights round the revolving base represent the minutes.

To read the time, count the number of horizontal bars with *illuminated* globes; this tells you the hours. Then count the illuminated white lights round the base to determine the minutes. It all helps to pass the time while you are waiting! If all else fails there is a large conventional clock above the reception desks.



Measles Breaks Out Across England

HEALTH ENGLAND advises everyone to ensure they have had two doses of the MMR vaccine. If you are not sure what you have had, we can check your record.

In 2018 there were 966 laboratory confirmed measles cases in England - nearly four times as many as the total number confirmed in 2017 (259 cases).

In the first two months of 2019, 34,300 measles cases were reported in Europe, *including 13 measles-related deaths*. You might catch it from friends or family who've been abroad.

Everyone should check with our records and if necessary catch up on any missing injections ASAP, especially if you plan to travel to Belgium, France, Germany, Italy and Eastern Europe which are the worst hit. Don't leave it till later – it's important, do it now! You need two jabs one month apart.

Measles can kill – and it does!



Where to get HELP

	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only
	Unwell? Unsure? Confused? Need help?	Call 111 out of hours
	Vomiting. Ear pain. Stomach ache. Back ache.	GP Surgery
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy