

Keeping You in the Picture

Spring 2019

The Castle Practice

Changes to Staff

We are pleased to welcome back Sister Natasha to the Nursing Team, Natasha has returned from Maternity leave having given birth to a lovely baby girl, and will be working 2 days a week.

Sister Mira commenced her Maternity leave in January and hope that she will be returning later in the year, she has also given birth to a lovely baby girl.

It's Hay fever time

With the arrival of spring, many of us will be spending more time outdoors – in the garden or local parks. It's not all good news if you have hay fever.

This is a common self-limiting allergic condition that affects up to one in five people at some point in their life. You will experience it if you have an allergic reaction to pollen. It is usually worse between late March and September, especially when it's warm, humid and windy.

Your symptoms can be treated by you going to visit your local pharmacist and using over the counter medications, such as antihistamines. Oral antihistamines, intranasal corticosteroids and antihistamine eye drops are the usual treatment options. They are available to purchase at the same medicinal strength as prescription only products. Do take your pharmacist's advice, especially in regard to treatment for children.

We've got advice on managing your hay fever and other summer health problems on <http://www.wiltshireccg.nhs.uk/our-campaigns/safe-summer> and this hay fever leaflet is helpful: <https://prescribing.wiltshireccg.nhs.uk/?wpdmdl=1821>

It's OK to talk about mental health

In fact, we should be talking about this more. Many of us experience low ebbs at some point in our lives, when having someone to talk to can make a real difference to how we feel and help us move forward. Our mental health is just as important as our physical health, so it's time to take action. In order to provide more of the support individual's need, practices in our area are training existing staff as Mental Health Support Workers (MHSW) to provide a listening ear, together with practical information on a range of topics and activities that can help. Upon the recommendation of your GP (who is responsible for any clinical intervention), you will be given the opportunity to make an appointment with our MHSW, who at **insert practice name** will be **insert name**.

Admitting you have a mental health problem is a victory over it, NOT a defeat by it.

How to keep safe in the sun

We love the sun and the possibilities this brings but whilst most people wouldn't go to the beach without sunscreen and a hat, it's the everyday activities such as walking to the shops or jogging that can catch us out, so it pays to take care of your skin. **Five areas we shouldn't forget to cover when out in the sun:**

- The skin around the eyes and eyelids
- Top of the head/hair parting
- Tips of ears and behind our ears
- Back of hands and the tops of our feet
- Area around the "v" or décolletage

Welcome Home – Army rebasing

This summer will mark an important event for Wiltshire as we welcome service personnel and their families who are returning from Germany to make their homes in the local area. For civilians please check the catchment area where you live, then register with the practice of your choice.

Avon Valley Practice:	www.avonvalleypractice.co.uk
Barcroft Medical Centre:	www.barcroftmedical.co.uk
Castle Practice:	www.thecastlepractice.co.uk
Cross Plain Health Centre:	www.crossplainhealthcentre.nhs.uk
Millstream Medical Centre:	www.millstreamsurgeriesalisbury.nhs.uk
St Melor House Surgery:	www.stmelorhousesurgery.co.uk

Top tips:

- You can register online as well as at the Practice; either way proof of identity will be required.
- Our local prescribing policy is up to 28 days medication per issue, so please allow sufficient time to cover your needs when re-ordering.
- Signing up for SMS (text services) enables us to communicate with you as quickly as possible and we recommend you do so asap.
- Downloading the MiDoS app (see below) is an easy way to discover more about nearby health and associated services, including opening times and directions.

We look forward to you joining us.

Coming soon – MiDoS

MiDoS is an easy to use search tool that helps you locate real time information about NHS and other local services. Because it is post code based, all you need to do is type in your location on your computer or mobile phone and MiDoS will inform you which services are closest to you. Say you are on holiday in Cornwall and need to find a local surgery, dentist, hospital or pharmacy fast. Not only will MiDoS tell you where they are and when they are open, it provides information such as whether they are taking on new patients too. MiDoS can also be used to find information about local clubs, activities and events. Better still, you can access MiDoS direct from our website from July, so watch this space!

Brainteaser (source – www.brainden.com)

If it were 2 hours later, it would be half as long until midnight as it would be if it were an hour later. What time is it now?

National Patient Survey Results

The results of the 2018 national survey have been published. In total 261 surveys were sent out to Castle Practice patients. Of these 83 were completed (32%) This is a drop from last year when 45% were completed.

The results reflect the dedication and hard work of our staff, for example:- 95% find it easy to get through to us by 'phone which is higher than the national average of 70%, 76% describe their experience of making an appointment as good bucking the national average of 69%. 97% of our patients had confidence and trust in the healthcare worker they saw and 95% of our patients felt their needs were met during their last appointment. You can find the questions and results in full on <https://www.gp-patient.co.uk/report?practicecode=J83014> You can also look up other practices.

Health & Wellbeing for the over 75s

Following on from the success of our first event last year, we will be putting on another special event for anyone aged over 75 living in the Tidworth and Ludgershall area. This will be on **Thursday, 10th October 10 – 12 or 12.30 at the Memorial Hall, Ludgershall**. Again, it will be a mix of clinical staff and others talking about common health and social issues. This year there will be more involvement by community services and again, an information fair with the voluntary sector. So come and enjoy cake and a coffee and find out more about what is available and how to stay healthy and happy.