

The Whitswood Practice Patient Newsletter: October 2015

The Whitswood Practice, Alexandra Health Centre, 2 Whitswood Close, Manchester M16 7AP.
Tel: 0161 226 3620 Web: www.whitswood.nhs.uk



We hope you like our patient newsletter which helps keep you informed about the services that we provide. If you would like to join our Patient Participation Group please contact us on CMCCG.ar-ppg@nhs.net. We would like to hear your suggestions as to the sort of items you would find useful and would like us to include in future newsletters.



Email

Do you have an email address? We sometimes have important health information which we would like to share with you. Let reception know your address. Please be assured that your details are never passed on to 3rd parties.



Don't forget to book your appointment for Flu vaccine

Influenza – commonly known as flu, is a very contagious viral infection. It is much worse than a common cold and we all know a common cold can make you feel very unwell. Most people do not need to see a doctor with their flu symptoms; just need lots of rest, drink plenty of water and take paracetamol or Ibuprofen if you need to. Some people are more at risk if they get the flu; they can become more unwell and potentially get life-threatening complications. These people include:

- Anyone **aged 65 or over**.
- Have any **ongoing (chronic) lung diseases** - examples include chronic bronchitis, emphysema, cystic fibrosis and severe asthma (needing regular steroid inhalers or tablets). It is also recommended for any child who has previously been admitted to hospital with a chest infection.
- Have a **chronic heart disease** - examples include angina, heart failure or if you have ever had a heart attack.
- Have a **serious kidney disease** - examples include nephrotic syndrome, kidney failure, a kidney transplant.
- Have a **serious liver disease** such as cirrhosis
- Have **diabetes**.
- Have a **poor immune system** - examples include if you are receiving chemotherapy or steroid treatment (for more than a month), if you have HIV/AIDS or if you have had your spleen removed.
- Have certain **serious diseases of the nervous system**, such as multiple sclerosis, or have had a stroke in the past.
- **Live in a nursing home or other long-stay residential** care accommodation.
- **Are pregnant**. Even if you are otherwise healthy **it is now recommended for all pregnant women**.
- In addition to the main at-risk groups of people listed above: You should be immunised if you are the **main carer for an elderly or disabled person**. This is because their welfare may be at risk if you fall ill with flu. This includes staff who work in care and nursing homes.
- Staff involved in direct patient care may be offered immunization by their employer.

How can you prevent flu?

If you are in an at-risk group you will receive a letter from us inviting you to **attend for a flu vaccine**. This is the safest way to prevent catching the flu. **It is free to all those in an at risk group**. We still have a number of flu clinics arranged on various dates and times to suit everybody including

- **Thursday 8th October 9:00am to 12:30pm**
- **Monday 12th October 9.30am-12.30pm**
- **Wednesday 14th October 1.30pm-6pm**
- **Wednesday 21st October 12.30-5pm**
- **Thursday 22nd October 9.30-12.30pm**
- **Tuesday 27th October 11.20-12.20**

Unfortunately we do not have enough flu vaccine to offer an injection to those not in an at-risk group but you can get this done privately. Some supermarkets and pharmacists offer this service. Flu is spread by coughs and sneezes – remember to sneeze or cough into a hanky and wash your hands regularly.

Please ring reception now to make your appointment. We are happy to answer any questions about the flu – just ask.

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Protect your child against Flu

Flu is also an unpleasant illness for children as they experience the same symptoms as adults. Complications of flu can include bronchitis, pneumonia and a painful ear infection - these may be very severe and may lead to hospital treatment. The flu vaccine will protect your child from what can be a very nasty illness and reduce the chance of others in your family getting the flu.

This year children **aged 2, 3 and 4 years (date of birth on or after September 2nd 2011 and on or before September 1st 2013)** and those aged **2 to 18 years in at-risk groups** are eligible for the **nasal spray vaccination**, with no need for an injection. The vaccine will allow your child to build up immunity against the seasonal flu virus.

Children aged 6 months to 2 years are still offered the vaccination by injection as the nasal spray is not suitable for children under 2 years.

We will be holding flu clinics for children on Wednesday 28th October 2pm-4pm, Monday 2nd November 9.30-12.30pm and Monday 9th November 9.30-12.30pm and invite your child to attend. Please ring us to book an appointment now.



Do you have Online Patient Access?

We now provide some of our services online through Patient Access once you have registered as a patient. You can have 24hr online access to booking some appointments, cancelling all appointments, ordering repeat prescriptions and viewing your medication, allergies and immunisations. You will need to ask for a registration form at reception. You will then be able to register through our website at: www.whitswood.nhs.uk



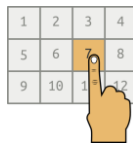
Text Messaging

We send out appointment reminders and other messages via text. If you do not wish to receive text messages please let reception know. If you need to cancel an appointment please call reception or if you are registered for online patient access please cancel your appointment online.



Change of details – let us know

Occasionally we may need to contact you and it is vital we have your up to date details. If you need to attend hospital they will use the information we have on record for you. If it is incorrect this can delay your treatment. This includes address and phone number. Please tell reception any changes to your details.



Arriving for appointments!

In August we introduced a self-check in screen in the waiting room. When you arrive for your appointment you do not need to queue up to tell us that you are here. We have a self-check in machine. You simply touch the screen to start, enter your date of birth and gender (male or female) then confirm your identity. Then take a seat and wait to be called.



Choose well.
Improving your health

If you would like more information about improving your health and the services available go to www.choosewellmanchester.org.uk/.

The Minor Ailments Scheme service operates in partnership with your GP practice so that registered patients can get advice and any medicines they need from a local community pharmacy without the need for an appointment with your GP.