



# Royal Crescent Surgery Newsletter August 2017

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## Become a confident Internet User



Being able to use the internet is becoming increasingly important. Many organisations expect that you can navigate the internet or perform transactions online, whether it is paying bills, booking GP appointments or finding a job. There are still over 9 million people who struggle to get online because of a lack of access, skill or confidence.

**Start getting some training** - Everyone can learn how to use the internet, regardless of age, background, or skill level. Help is available, whether you need to start from scratch, want to improve your skills or set up and use an email account.

**Explore your local library** - Many local libraries offer internet access, e-books or training courses. If you feel a little more confident and you'd like to practise your skills at home, then visit [www.learnmyway.com](http://www.learnmyway.com) for online courses.

**Find reliable health information** - You can find a vast amount of health information online. A quick search for a condition such as cancer can bring up thousands of results. So how can you determine which websites are the most trustworthy?

**Look for well-known sites** - When looking for advice on specific conditions, look for well-known organisations, such as NHS Choices, Cancer Research UK, or Age UK. Look for sites which end in .org (not-for-profit organisations) or .gov (government run).

NHS Choices, for example, has been certified as a producer of reliable health and social care information by **The Information Standard**, which is a certification scheme to help people decide which information is trustworthy.

## Surgery News

### Welcome to

**Kim Jones & Kirsty Sloan**

Who will be working as phlebotomists here at the surgery.

Well done to **Tina Williams** who has completed her training and is now a Phlebotomist and Healthy Living Advisor.

## UNIVERSITY STUDENTS MEN ACWY VACCINE

Students going to university or college for the first time, should book now to have the **Men ACWY vaccine**.

Older teenagers and new university students are at a high risk of infection as many mix closely with lots of new people, some of whom, unknowingly carry the meningococcal bacteria at the back of their noses and throats.

The highest risk of meningitis is in the first year of university, particularly the first few weeks.

Letters will be sent out to eligible patients. If you think you are eligible but have not received a letter, please contact the surgery.



## When did you last have your Blood Pressure Checked?

If you suffer from high blood pressure it is very important to have your BP checked regularly. Please use our Self Check blood pressure machine, or book an appointment with our Health Care Assistant if you have not had your BP recorded recently.

## S.A.I.L

### Safe and Independent Living

Do you need any help or advice on:

#### Security and Safety

Are you worried about anti-social behaviour in your area?

Do you need help with your garden?

#### Health and Wellbeing

Is your home cold? Would you like advice about keeping warm and saving energy? Had a fall in the last 3 months, and need referring to the Community Rehab Team?

#### Living Conditions

Worried about the condition / repair or maintenance of your home?

#### Income and Finance

Are you receiving all the income you are entitled to? Are you struggling with bills?

Ask a receptionist about completing a **SAIL form**, and find out what help is available for you today.

## SAVE THE DATE!

### FLU CLINICS

**30th September**  
Wey Valley School

**4th October**  
The Park Community Centre

All eligible patients will receive letters.

Get your Flu Jab in early this year!

### For medical emergencies

when the surgery is closed

call **999**

For medical **advice**

call **111**

For **Minor Injuries** and urgent medical problems visit **The Urgent Care Centre** at Weymouth Hospital  
Open 8am-10pm

### Carers Group

If you are the main carer for someone, have you joined our Carer's Group?

Please speak to

**Helen** at the surgery for more details.

### My Life My Care

Your 'One Stop' website providing information and advice about care and support, helping you live safely and independently.  
[www.mylifemycare.com](http://www.mylifemycare.com)

# Minor Illness Advice

Many minor illnesses can be treated at home without needing to come to the surgery. Your local pharmacist can advise about minor illness and using 'over the counter' medication. There are however, some common minor illnesses that you can manage at home.

## Earache



80% of earache cases will settle within 3-4 days without treatment. To help with discomfort, take regular paracetamol as per the packet directions.

You only need an appointment if:

- Your child is under 2 years old
- Pain is lasting more than 3-4 days
- There is discharge or bleeding from the ear
- There is prolonged deafness or tinnitus (ringing)
- There is associated fever

## Colds



Colds are very common.

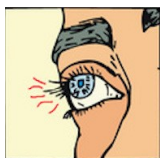
The average normal, healthy adult will get 5 colds or similar infections a year. A child may get 8 or more colds or infections.

These illnesses are caused by viruses and therefore will not respond to antibiotics.

Most colds improve after 5 days, some take 7-10 days. You may lose your appetite when you have a cold, don't force yourself to eat if you're not feeling hungry.

To help: take paracetamol, drink plenty of fluids and rest as much as possible. Decongestants may help relieve a blocked nose, which you can buy from a pharmacy.

## Conjunctivitis



Conjunctivitis is inflammation of the white part of the eye. This is very common and responsible for 35% of eye-related problems seen in GP surgeries.

It is caused by irritation, allergy or infection. You can ask your pharmacist for advice. Most cases heal within 1-2 weeks without treatment.

You only need an appointment if:

- You have moderate to severe eye pain
- Photosensitivity (excessive sensitivity to light)
- Loss of vision
- Intense redness
- A fever/feel unwell or have swelling around the eyes
- Symptoms are in a new-born baby

## Nosebleeds



These usually occur after a blow to the nose, but it is not uncommon for the sensitive vessels inside the nose to bleed on minimal irritation, such as blowing your nose.

- To manage a nosebleed sit with your head forward and your mouth open and pinch your nose beneath the bone for 10 minutes.
- Apply an ice pack (wrapped in a cloth) over your forehead for 10 minutes.
- Once the bleeding has stopped, avoid hot drinks and blowing your nose for 12 hours and sleep on 2-3 pillows to keep your head elevated.
- If the nosebleed does not settle after 10 minutes, or you are taking warfarin or aspirin, attend Weymouth Minor Injuries Unit or Accident and Emergency.