



Royal Crescent Surgery Newsletter August 2019

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What is a UTI?

A Urinary Tract Infection (UTI) is a name given to a group of infections that occur anywhere in the urinary tract. UTIs are the second most common type of infection that occur in the body. Mostly caused by bacteria that enters the body through the urethra.

Possible Symptoms of a UTI

- * Increased frequency in passing urine with little amounts being passed.
- * Burning when passing urine (Dysuria)
- * Blood in urine (Haematuria)
- * Cloudy or dark urine
- * Pain and tenderness in the upper back and sides
- * Feeling the need to pass urine immediately
- * Feeling generally unwell and confused (especially in the elderly)
- * Bad smelling urine

You may not have all of these together

How to prevent getting a UTI

- * Stay hydrated, try to drink 6 to 8 glasses of water daily
- * Try to empty your bladder fully every time you pass urine
- * Go to the bathroom as soon as you feel the need to urinate
- * Wear loose fitting cotton underwear, avoid nylon
- * Change pads frequently
- * Avoid coffee, tea or alcohol
- * If possible, shower rather than bathe
- * Women wipe from front to back after going to the toilet and urinate after sex
- * Try to avoid lots of sugary foods

Preventing dehydration by drinking enough fluids can help your recovery and keep you fit and healthy.

If you suspect you have a UTI please contact a pharmacist who may be able to help. Antibiotics are not always required.

Why Does the receptionist need to ask what's wrong with me?

The doctors have requested the reception team ask patients **'why they need to be seen'** in order to ensure patients receive the most appropriate care and that appointments are booked accordingly.

Receptionists are asked to collect brief information from patients to help doctors prioritise home visits and phone calls, or when appropriate, signpost patients to

WaitLess the NEW app helping patients get treatment faster

If you require urgent treatment, the WaitLess app provides all the information you need about local health services for non-life-threatening emergencies.

WaitLess combines live feeds from local urgent care centres to give accurate wait times allowing people with minor injuries to make an informed choice about where to access treatment.

WaitLess provides opening hours and directions to all the integrated urgent and emergency care services available by using your mobile device's location.

The app prioritises where you will be seen fastest taking into account travel time. Dorset is the first county in the south west to introduce WaitLess.

The WaitLess app is free of charge and available on Android and Apple.



Change to Dr Sales Patient List

Earlier this year Dr Sales reduced the number of days he works at the surgery, and therefore the number of appointments he is able to provide has reduced.

Dr Sales has spent time reviewing all his patients and their healthcare needs. Some patients have now been transferred to another GP colleague., and all patients affected have been contacted.

The decision to reduce the number of days he works was not an easy one to make. Dr Sales asks for patients co-operation and understanding and to please take the time to build a relationship with your new GP.

If after a reasonable amount of time you find your needs are not being met you may put a request in writing to Leanne Birch, the Operations Manager advising who you wish to move to and why.

another service. The receptionists are able to help with many patient queries.

Reception staff, are bound by confidentiality rules as are all members of the Practice. Any information given by you is treated **strictly confidential**.

You can ask to speak to a receptionist in private away from the front reception. However, if you feel any issue is private and you do not wish to say then this will be respected.

DIARY DATES SUGERY CLOSED

August Bank
Holiday
Mon 26th August

Please ensure you request your prescription in good time.

Extended Hours

We are pleased to now offer some appointments at the surgery outside of normal GP hours. Please ask a receptionist for further details of the appointments available.

GP and Nurse appointments are also available at Weymouth Hospital outside of normal GP surgery hours. Please ask a receptionist if you would like to book an appointment.

Weymouth Urgent Care Centre

Weymouth Hospital
Open every day
8am-8pm

(last patient to arrive before 7.30pm)

Clinicians on hand to deal with minor ailments and injuries, including broken bones, cuts, sprains, burns, bites and wound infections.

Please consider the UCC to ease the pressure on A&E services.

Tel: 01305 762541

We are pleased to now offer **eConsult** to all patients. eConsult allows patients to consult with their GP electronically, for more minor problems or administrative queries. Visit our website and click the **eConsult** link.