



PRACTICE UPDATE

SUMMER 2015 ISSUE 02

ZERO TOLERANCE



The practice has a Zero Tolerance Policy and takes a serious view of any incidents of physical or verbal abuse against its employees and will support them if assaulted, threatened or harassed.

In the event of serious physical or verbal abuse patients will be removed from the practice list.

For information and advice on some of the most common childhood conditions go to

www.nhs.uk/Conditions/Pages/hub.aspx

It's not a 999 emergency. But you need medical help fast.

There's now



number to call.



when it's less urgent than 999

REGISTERING WITH A GP PRACTICE

If you are over 16 years of age you will need to provide ID, preferably photographic with proof of address (eg passport or driving licence) in person to the surgery. ID for children under the age of 16 can be provided by the parent or guardian.

Find us on Facebook at

www.facebook.com/parkviewsurgerynormanton

ONLINE BOOKING

You can book appointments/ telephone appointments and order prescriptions online.

Call the practice on 01924 224299 if you wish to register to enable this.

If you are booking an appointment online remember to click the **BOOK APPOINTMENT** button

Feedback / Suggestions

If you have any feedback or suggestions about the practice please give details below and place in one of the feedback boxes in the entrance to the surgery

Name and Address (optional)



We welcome June Sullivan to our reception team.

PLEASE NOTE:

The surgery will be closed for bank holiday on Monday 31st August



The 2015 Flu campaign is due to start in September/October

NAMED GP FOR ALL PATIENTS

Changes to the GP contract mean that all patients in England including children, will benefit from having a named, accountable doctor who will be responsible for coordinating their care. By the end of June 2015 the practice is required to assign all patients a "named GP"



This does not mean you are limited to that clinician, you are still able to book appointments and speak with any of our clinicians.

WASTED APPOINTMENTS

If you cannot attend or no longer need your booked appointment **PLEASE** let us know as soon as possible so that we can offer it to someone else and the appointment is not wasted.

THANK YOU

Park View Surgery
148 Castleford Road
Normanton
WF6 2EP

Tel: 01924 224299
Fax: 01924 220252

FMC Health Solutions
8-10 High Street
Ferrybridge
WF11 8NQ

Dr C.A. Pinder
Dr A.D. Mone
Dr P. Earnshaw
Dr P. Wynn
Dr C Phipps-Jones
Dr C Speers

Dr R Farrelly
Dr C Barraclough

HAYFEVER

Hay fever is a common allergic condition that affects up to one in five people at some point in their life.

Symptoms of hay fever include:

- sneezing
- a runny nose
- itchy eyes

The symptoms of hay fever are caused when a person has an allergic reaction to pollen. Pollen is a fine powder released by plants as part of their reproductive cycle. It contains proteins that can cause the nose, eyes, throat and sinuses to become swollen, irritated and inflamed.



Treatment options for hay fever include antihistamines, which can help prevent an allergic reaction from happening and corticosteroids, which help reduce levels of inflammation and swelling. Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist. But if your symptoms are more troublesome it's worth contacting your GP who can prescribe prescription medication.

Self help tips

- Change clothing/shower after going outdoors
- Regularly check the pollen forecast
- Wear wraparound sunglasses to avoid irritation

SUNBURN

WHAT IS IT: Sunburn is skin damage caused by ultraviolet (UV) rays. It usually causes the skin to become red, sore, warm, tender, and occasionally itchy for around a week.

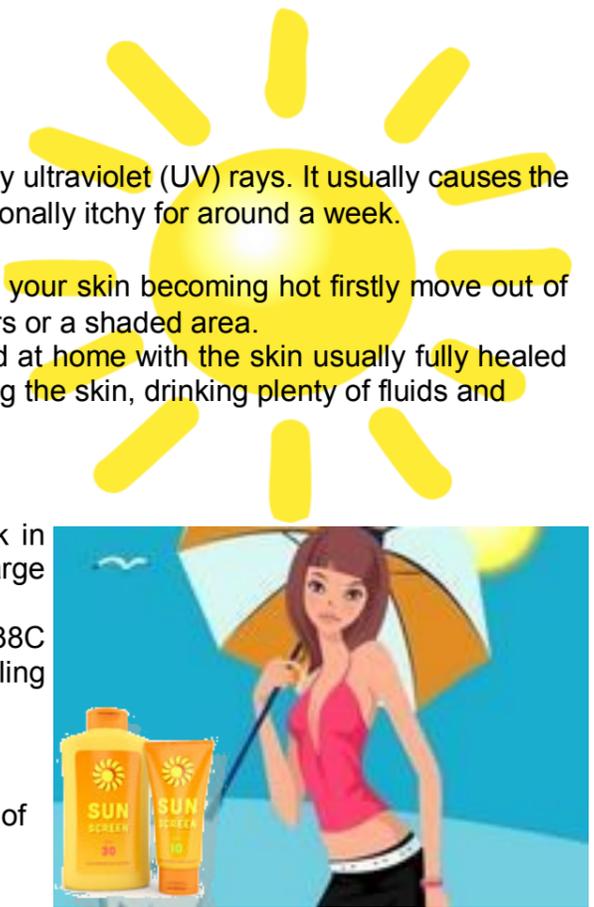
WHAT TO DO: If you notice any symptoms or your skin becoming hot firstly move out of sunlight as soon as possible and head either indoors or a shaded area. Mild sunburn is often short lived and can be treated at home with the skin usually fully healed in 7 days. You can relieve your symptoms by cooling the skin, drinking plenty of fluids and applying a water based emollient or petroleum jelly.

WHEN TO SEEK MEDICAL ADVICE:

You should contact your GP, attend an NHS walk in centre or call 111 for advice if you're burnt over a large area or have severe symptoms such as; blistering of the skin, chills, a high temperature of 38C or above (37.5+ for children under 5) or are feeling sick and dizzy with headaches.

PREVENTION:

Avoid being exposed to strong sun for long periods of time and use sun cream with SPF protection.



We are now on twitter



Ferrybridge Medical Centre is now on twitter follow us at @ParkViewGP's for the latest information.

Want to get involved in the practice?

The *patient participation group* is now looking for new members.

If you are interested in helping towards:

- Improving communication between patients and the practice
- Helping yourself and others be more responsible for their health
- Give practice staff the opportunity to discuss topics of mutual interest to the practice
- Contribute to the continuous improvement of service
- Provide practical support and implement positive changes

We want to hear from you, if you would like more information about the group please contact the surgery on 01924 224299, via the website or on Facebook.

INSURANCE REPORTS/MEDICAL FORMS

Please be aware that we receive a large amount of forms therefore completing them can take up to 4 weeks and will incur a charge in line with BMA guidelines as they are classed as non-NHS work.



Wakefield's Bereavement Support Service

The service provides practical advice, emotional support, money and benefits advice and appointments with specialist services

Support groups in Castleford, Pontefract and Wakefield.

The service is accessible to anyone over the age of 18 who has suffered a bereavement.

To find out more please call 01977 552114 and ask for the Bereavement Support Team



Every week in the UK at least 12 young people die of undiagnosed heart conditions.

Since forming in 1995 CRY has been working to reduce the frequency of young sudden cardiac death (YSCD). CRY supports these young people diagnosed with the potentially life threatening conditions and offers bereavement support to families affected by YSCD.

CRY works to promote and develop heart screening programmes and funds medical research, fast track referrals and cardiac screening services.

Well Being Drop in Day



This service is designed to help those with life limiting illnesses, giving them the opportunity to call in at the hospice without an appointment.

Available on the day is a range of activities and services including;

- Specialist nurse advice
 - Access to complimentary therapy treatments
 - Emotional support
 - Arts and craft opportunities
- And much more...

When: Every Tuesday between the hours of 10am and 4pm

For more information please call **01977 708868** or email **d hospice@pwh.org.uk** and ask for the day therapy team.

X-RAY RESULTS

If you have attended the hospital for an x-ray and require an appointment with the GP to discuss these results, can you please check with the receptionist that the results are back before booking an appointment.

