



## Changes @ elm hayes

This autumn is going to see the start of some changes to our staff here at Elm Hayes.

In September Dr Tim Graham will be leaving us for a short time but will return in January. We have a new Doctor joining the team— Dr Claudia Rogers will be joining us working 2 days per week on Tuesdays and Fridays.

Dr Emily Gilbert will be leaving us at the end of the December. If you are a patient who is registered with Dr Gilbert, your registered GP will change to Dr Tim Graham. You are, however, able to see any GP of your choice.

Dr Louise Willcocks who has been working with us as an associate GP since 2010 will become a partner in January.

Kathleen Pritchard our Practice Clinical Pharmacist is leaving us in September to take up a teaching role at Bath University. Kathleen's blood pressure clinics will now be operated by our Practice Nurses.

Amanda Haskayne has left us as NHS Practice Counsellor. All NHS counselling services in this area is now being provided by LIFT . LIFT is part of the Avon and Wiltshire Mental Health Partnership. Amanda will remain here as a private counsellor and can be seen privately in The Clandown Suite, please ask for her contact details or pick up a leaflet .

Linda Campfield one of the nurses who has worked with us for many years is leaving us at the end of October to spend more time with her family. Linda has been a huge asset to the surgery and will be greatly missed by staff and patients alike. Linda is being replaced in the nursing team by Katrina Baker. Katrina currently works at the Royal United Hospital in Bath, she has been qualified for 6 years and is looking forward to working in General Practice.

We hope you will join us in wishing those leaving us well for the future and those joining us good luck.

### Flu Vaccinations 2013-14

#### Flu Vaccinations for Children

This year we will also be offering a flu vaccination for children who are aged 2-3 and do not fall into the other "at risk" groups in line with Department of Health recommendations.

Please book your child's appointment at recep-



We are now taking bookings for our flu vaccination clinic. If you are over 65 or in one of the clinical "at risk" groups please speak to reception NOW to book your flu vaccination.

Please note that this year the Health Authority will not be sending invitation letters, Even if you have received a letter in previous years this service IS NOT being provided this flu season so don't delay—book your appointment now.

At risk groups include people who suffer from Heart Disease, Diabetes, have previously had a stroke, Chest conditions which require two or more inhalers, immunosuppressed patients, or if you are a carer for anyone who has one of these conditions. Please note that not all asthmatics are considered at risk please ask if you are unsure whether you are eligible.

#### Shingles Vaccinations

We will be offering a shingles vaccination, again, in accordance with Department of Health recommendations to all patients who are EITHER 70 or 79 on 1st September 2013.

Please ask at reception for an appointment.



## Coughs, Colds and Flu

Currently there are a lot of viral illnesses around in the community. This will help distinguish between a common cold and influenza. Both are viral illnesses and settle with home treatment or over-the-counter remedies. Antibiotics will not cure these symptoms.

	Influenza	Cold
Duration	1-2 weeks	4-7 days
Fever	Always above 38 degrees celsius	Normal or slightly raised
Headache	Strong	Rare
Sneezing	Rare	Frequent
Nasal Secretions	No	Yes
Sore Throat	Rare	Yes
Muscle Aches	Strong	Slight
Watery Eyes	No	Frequent

**PLEASE TURN OFF YOUR MOBILE PHONES  
WHILST YOU ARE IN THE SURGERY—  
THANK YOU**



## Why do the receptionists ask me what the problem is, surely it's none of their business!!"

If you need an emergency appointment, our receptionists have been trained in telephone triage and will ask you what the problem is. This ensures that they can indicate to the Doctor or Nurse what you might be coming for so that you are seen by the most relevant person.

If you do not wish to say, please advise that the problem is personal and they will not ask you any further questions.

Children, the elderly, people experiencing chest pain or asthma attacks will always be dealt with in clinical priority over those with infections and viral illnesses.

If you require an appointment for an on-going problem it is always best to wait to see the Doctor who has been dealing with this rather than attending emergency surgery.

*Imagine the scenario.....*

*You have been having chest pain overnight—you ring for an emergency appointment and you are booked into our emergency clinic.*

*10 people are seen before you with earache, sore throats, rashes etc etc*

*After waiting 30 minutes or more when you are eventually seen by the Doctor it is found you have a suspected heart attack and require admission to hospital.*

*Had our receptionists asked you what the problem was and been able to indicate this to the Doctor you would have been seen as a priority.*