



Medical Centre

Newsletter

SUMMER 2022

Welcome to the Summer 2022 edition of the practice newsletter. We hope that you will find it helpful and informative. If you have any comments or would like to make a contribution to future newsletters, please contact the practice. This newsletter is in addition to the more detailed website ~

www.millviewmedicalcentre.co.uk

Patients can be seen at either Surgery

Heckington

1, Sleaford Road
Heckington
Lincolnshire
NG34 9QP



Appointments: 01529 460213

Secretaries: 01529 462706

Dispensary: 01529 461964 10am – 5pm

Out of Hours: 111



Practice opening hours

*Monday 08:00-18:30
Tuesday 08:00-18:00
Wednesday 08:00-18:00
Thursday 08:00-18:30
Friday 08:00-18:30
Saturday/Sunday CLOSED
*Extended hours 18:30-20:00



Dispensary opening hours

08:30-17:30

We now have the facility to order repeat prescriptions on line ~ register at reception for this service.

Please allow 48 hours for collection of ordered prescriptions.
01529 461964

Patients can be seen at either Surgery

Sleaford

29, Handley Street
Sleaford
Lincolnshire
NG34 7TQ



Appointments: 01529 305595

Dispensary: See Heckington

Out of Hours: 111



Practice opening hours

Monday	08:00-18:00
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-13:00
Friday	08:00-18:00

To Register

Registration forms can be collected from reception and returned with medical card if available. You will then be registered and notes from previous surgery requested. An appointment can then be made for a new patient check and a doctor's appointment to initiate any repeat medication. Please bring proof of residency and some form of personal identification.

SMS Text/Email Service

We now offer an SMS Text/Email service to remind you of your appointments. Consent forms can be obtained from the surgery reception. Please complete the form with your up to date mobile number and email address and return to reception.

This is a quick and efficient way for patients to be contacted and we hope many more of you will use this facility.

Our Mission Statement

“To work together with patients, families and carers to deliver individual, quality services that cater to the health needs of every patient.”

Meet the Team



The Doctors:

Dr R Shrouder – Senior Partner

MBChB 1992 (Leicester), MRCGP. Dr Shrouder is the Senior Partner here at Millview. He is our Safeguarding, Learning Disability, Mental Health and Dispensary Lead. Visiting Student Education and Welfare – Paramedics, Medical Students and Nurses

Dr Prabhakaran Kasinathan – GP Partner

Dr Kasinathan is GP Partner and also our CQC Registered Manager. He is also responsible for Staff Welfare, Clinical Lead, Complaints Lead and Federation and PCN Lead.

Dr Ajay Revu – GP Partner

Dr Revu became a Partner on the 1st February 2022. He is responsible for Minor Surgeries Lead, Medical Reports, MSK Oversight and Emergency Care Oversight

Dr Mahend Bissonauth

Dr Bissonauth is one of 2 Salaried GPs working across both sites. He is

responsible for the implementation of NICE Guidance.

Dr Merla Marsden

Dr Marsden is one of 2 Salaried GPs working across both sites. She is Lead GP for Palliative Care and Nursing/Residential Home Care.

Advanced Nurse Practitioners

Nurse Steve Field

Steve joined the Practice in April 2011.

Nurse Kate Hewson

Kate joined the Practice on the 1st September 2015.

Nurse Katherine Wilkinson

Katherine joined the practice on the 1st August 2018.

Advanced Nurse Practitioners are registered nurses that have undertaken a specific course of study of at least first degree (Honours) level. They can make professional autonomous decisions, receive patients with undiagnosed problems and assess their health care needs. They can screen patients for disease risk factors and early signs of illness and develop, with the patient, an ongoing nursing care plan for health and preventative measures. They have a highly developed nursing knowledge and skill not usually exercised by nurses.

Treatment Room Nurses

Sister Gwen Murgatroyd

Gwen joined the Practice in April 2017. She currently undertakes all treatment room duties specialising in the management of Asthma and COPD.

Sister Miranda Issac

Miranda joined the practice in 2016. She runs the INR Clinic and undertakes all treatment room duties.

Sister Clare Shrouder

Clare joined the practice in 2018. She is Practice Nurse and Practice Co-ordination Manager.

Tracey Bray

Tracey is our Health Care Support Worker. She has been with the team for over 5 years and covers both sites. She has recently completed a course as an Assistant Practitioner.

Paula McAdam

Paula is our Health Care Support Worker working both in the surgery and out in the Community as part of our Frailty Team

Donna Wood

Donna deals with all issues concerning phlebotomy.

Jasmine Wood

Jasmine is a Practice Nurse

Practice Care Coordinator

Mr Kai Brownhill – Kai joined the practice on the 1st May 2019

Community Nurses

To contact the team of community nurses please call 01522 307234

Health Visitors

A health visitor is a registered nurse who has received training, particularly related to babies, children and pregnant women. Their role is to provide families, with children under five years of age, with support and advice around the general aspects of mental, physical and social wellbeing.

To contact the health visitor please call
01522 843000

Dispensers

Mrs Sue Lampkin – Sue joined the team on the 1st March 2018

Mrs Carrie-Ann Iddon – Carrie joined the team in September 2019

Bridget Leadsom

Melinda Dooner

Clinical Pharmacists

Miss Folashade Fashoro (Nikki)

Miss Amy Skinner

Physiotherapist

Mr Zubair Malik

Senior Mental Health Practitioner

Mr Paul Griffiths

MSK Practitioners/Diagnostic Healthcare for Community Ultrasound

Mr Hema Thota

Mr Owais Zafar

Senior Management and Administration Staff

Practice Manager

Mr Marcus Griffen:

Marcus is the Practice Manager and is involved in managing all business aspects of the practice. He ensures that all the correct systems are in place to provide the highest quality of patient care, human resources, finance, patient safety, premises, equipment and information technology. In his role as Practice Manager, Marcus supports the GPs and

all other Health Care Professionals in delivering patient services helping in developing the extended services to enhance patient care.

Secretarial Team

Mrs Helen Boswell: Helen joined the practice in 2000 and works at the main site in Heckington.

Mrs Mandy Beck: Mandy has been with the surgery since the present site was built and is Minor Surgeries Secretary and Data Administrator.

Miss Karen Hill – Karen joined the practice in 2000 and has moved from dispensary to take the position of Medicine and Clinical Administrator.

Tracey Sealey – Secretary.

Mrs Brahannayaghi Prabhakaran – Data Administrator

Reception Supervisor/Secretaries

Mrs Michelle Rushen - Michelle joined the practice on the 4th July 2009. She is the Reception Lead and Medical Reports Secretary.

Mrs Hayley Gorman – Receptionist and secretary.

Mrs Jackie Dixon – Receptionist and Medical Records Administrator.

Alison Addison – Human Resource Administrator.

Receptionists:

Mrs Faima Begum, Mrs Sonia Farrell, Miss Shelly Dean, Mrs Ruth Shearman, Mrs Clare Dunbar, Mrs Louisa Berrick, Mrs Lesley Greensmith, Miss Anna Bailey, Naomi Clint and Miss Vicky Evans.

The Receptionists provide an important link for patients with the practice and are the initial contact point for general enquiries. They can provide basic information on services and results and direct patients to the right person.

Clinics and Specialist Services

Did you know that in addition to general medical consultations, your medical centre is pleased to be able to provide the following services?



Clinics:

- **Minor Surgery –** Dr Ajay Revu performs minor surgery procedures here at Millview.
- **Flu clinic –** a seasonal clinic for eligible patients. Appointments can be booked in September for clinics during October to December.
- **District Nurses –** the team assists with housebound and palliative care patients and liaises regularly with Doctors and Nurses at the Practice. To access the team please call 01522 307234.
- **Baby clinic –** run by the health visitor. To contact the health visitor please call 01522 843000.
- **Tele - Dermatology**
- **Maternity services –** All midwifery services are now located at the Children's Centre in Sleaford. The Midwife no longer provides a service from Millview They can be contacted

via the Community Midwife Team Office at Grantham Maternity Unit on 01476 464334 and the clinics will be held at 3-4 Carre Street, Sleaford NG34 7TQ



Our practice nurses and health care assistants are available daily for the following:

- Changing dressings/suture removal.
- Contraception advice
- Monitoring of diabetes, hypertension & asthma
- Childhood immunisation
- Travel vaccinations
- Cervical smears
- Advice on weight loss & smoking
- INR (Warfarin clinic)
- NHS Health checks
- Over 75's Health and Well Being Check – (with Care Co-ordinator)



Requests for work outside NHS Core Services

GP's are often requested to complete various forms and documents which are classified as not routine NHS work. These requests will normally incur a charge and may take up to 2 weeks to process.

Examples are as follows:

- Insurance medical report
- Letters for fitness to travel
- Private sickness certificates
- Adoption forms and certificates
- Computer printout of medication or vaccination status to take on a flight
- Holiday cancellation forms
- DVLA driving licence application forms

- Report or letter for school activities
-

Additional Services from your Medical Centre

The surgery offers two additional services which are situated in the old Police Office located in the corner of the car park.

- Physiotherapy Clinic – This clinic will take place weekly on a Tuesday and Thursday from 08:30 to 18:00. Patient referrals are instigated directly from the surgery clinicians.
- Ultrasound Clinic – This clinic is now available weekly.

MRI Scanner Unit

An MRI Scanner Unit visits Sleaford every 2 weeks situated at Eslaforde Park , Football Centre on Boston Road. Patient referrals are made by your GP.

AskMyGP

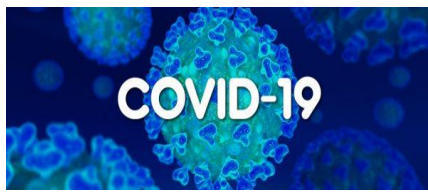
In response to the COVID-19 pandemic the practice are using the AskMyGP system which allows patients to message the Doctor's surgery directly. Rather than having to wait for an appointment this system means that your message should be dealt with that day. We accept requests from 7am until capacity is reached daily excluding weekends and Bank Holidays.

This service is available for all Doctor and Nurse Practitioner appointments. If you need to see a Practice Nurse or Health Care Assistant e.g. for long term condition review, injection, blood test or a smear test, please telephone the surgery.

The AskMyGP service now means that you can request help from the practice when, where and how it suits you.

Enjoy feeling more in control as you ask for help securely from your smartphone, tablet or computer. If you don't have internet access, you can contact the practice by telephone and your request will be sent to the clinician who will contact you that day where you will be managed by telephone or invited in that day to meet the clinician.

If you need URGENT assistance, please telephone Reception on 01529 460213/305595



Covid infections in the UK have continued to rise, the latest weekly Office for National Statistics (ONS) figures suggest.

Around 2.7m people in the UK had coronavirus in the week ending 29 June, up by 420,000 from the week before.

Covid infections were up 18% on the previous week, with an estimated 1 in 25 people infected. This is about 4.2% of the population.

The fast-spreading subvariants of Omicron – called BA.4 and BA.5 are responsible for driving some of the new infections.

A Covid vaccination programme has so far reached 9 in 10 people aged 12 and over with a first dose.

Vaccines by dose

Percentage of people aged 12 years and over in the UK who have received each vaccine dose are:

First dose 93%

Second dose 87%

Booster or third dose 70%

The proportion of people being treated for very severe infections and needing intensive care remain lower than earlier in the pandemic, as vaccinations continue to protect people from severe disease.

A further booster will be administered in the Autumn to all over 50's and any one with underlying medical issues

Symptoms of coronavirus (COVID 19) in adults

Symptoms can include:

- **A high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature)**
- **A new, continuous cough – this means, coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours**

- A loss or change to your sense of smell or taste
- Shortness of breath
- Feeling tired or exhausted
- An aching body
- A headache
- A sore throat
- A blocked or runny nose
- Loss of appetite
- Diarrhoea
- Feeling sick or being sick

Covid testing

Free testing for COVID-19 from the NHS has ended for most people in England.

If you have symptoms of COVID-19, you are no longer required to do a rapid lateral flow or PCR test.

You can buy a COVID-19 test from some pharmacies and retailers, in person or online

How to look after yourself at home if you have COVID-19 or symptoms of COVID-19

Most people with COVID-19 or symptoms of COVID-19 feel better within a few weeks. You may be able to look after yourself at home while you recover.

While your ill, ask a friend, family member or neighbour to check up on you. Arrange a

regular call or talk through a doorway (not face to face) so they can check how your doing.

Treating a high temperature



If you have a high temperature, it can help to:

- Get lots of rest
- Drink plenty of fluids (water is best) to avoid dehydration – drink enough so your pee is light yellow and clear
- Take paracetamol or ibuprofen if you feel uncomfortable

Treating a cough



If you have a cough, it's best to avoid lying on your back. Instead, lie on your side or sit upright. To help ease a cough, try having a teaspoon of honey. Do not give honey to babies under 12 months.

If you have COVID-19 symptoms, please stay at home!

Coronavirus (COVID-19) symptoms in children



Children and young people aged 18 and under can get COVID-19 but it's usually a mild illness and most get better in a few days.

Children's COVID-19 symptoms are the same as listed under COVID-19 symptoms for adults.

Your child should try to stay at home and avoid contact with other people if they have symptoms of COVID-19 and they either:

- Have a high temperature
- Do not feel well enough to go to school, college or childcare, or do their normal activities

They can go back to school, college or daycare when they feel better and do not have a high temperature.

If your child has mild symptoms such as a runny nose, sore throat or mild cough and they feel well enough, they can go back to school, college or daycare.

Encourage your child to cover their mouth and nose with a tissue when they cough or sneeze and to wash their hands after using or throwing away tissues.

Most children who are unwell will recover in a few days with rest and plenty of fluids

Get advice from NHS 111 or your GP if - Adults:

- Your feeling gradually more unwell or more breathless
- You have difficulty breathing when you stand up or move around
- You feel very weak, achy or tired
- Your shaking or shivering
- You've lost your appetite
- Your unable to care for yourself – for example, tasks like washing and dressing or making food are too difficult
- You still feel unwell after 4 weeks – (this may be long COVID)

If your Child or baby:

- is under 3 months old and has a temperature of 38C or higher, or you think they have a fever
- is 3 to 6 months old and has a temperature of 39C or higher
- has other signs of illness, such as a rash, as well as a high temperature (fever)
- has a high temperature that's lasted for 5 days or more
- does not want to eat, or is not their usual self and your worried
- has a high temperature that does not come down with paracetamol
- is dehydrated – for example, nappies are not very wet, sunken eyes and no tears when they are crying

Go to A&E immediately or call 999 if:

- You're so breathless that you're unable to say short sentences when resting
- Your breathing has got suddenly worse
- You cough up blood
- You feel cold and sweaty with pale or blotchy skin
- You have a rash that looks like small bruises or bleeding under the skin and does not fade when you roll a glass over it
- You collapse or faint
- You feel agitated, confused or very drowsy
- You've stopped peeing or are peeing much less than usual

Call 999 if your child:

- has a stiff neck
- has a rash that does not fade when you press a glass against it
- is bothered by light
- has a seizure of fit for the first time (they cannot stop shaking)
- has unusually cold hands and feet
- has pale, blotchy, blue or grey skin
- has a weak, high-pitched cry that's not like their usual cry
- is drowsy and hard to wake
- is extremely agitated (does not stop crying) or is confused
- finds it hard to breathe and sucks their stomach in under their ribs

- has a soft spot on their head that curves outwards
- is not responding like they usually do, or not interested in feeding or usual activities

COVID-19: What is the guidance now?

All the UK rules requiring people to wear masks in indoor spaces like shops and restaurants have come to an end.

In England the Government suggests wearing a mask in "crowded and enclosed spaces where you may come into contact with other people you do not normally meet"

Patients are no longer required to wear masks in NHS hospitals, GP surgeries and emergency departments, unless they have suspected or confirmed Covid infection. The exact interpretation of the rules also depends on the local risk assessment.

If you test positive for Covid you are no longer legally required to self-isolate, but you are advised to stay at home and avoid contact with others for at least 5 full days.

GET THE RIGHT TREATMENT
How to get the most out of your NHS

Every week appointments are booked with your Doctor/GP to discuss and treat minor ailments. Advice, treatment and medications can be obtained from your local pharmacy, therefore allowing your Doctor/GP to use their valuable time treating more complex and challenging problems.

“How do I know which is the right service, it’s confusing?”

Be Self Care Aware



Keeping a well stocked medicine cabinet at home can help you self treat many minor ailments such as:

- Coughs
- Colds
- Grazes
- Small cuts
- Sore throats
- hangovers

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet.

Always follow the instructions on the medicine label and consult your Pharmacist or Doctor if the illness continues or becomes more severe.

Pharmacy



Pharmacists advise and treat a range of symptoms such as:

- Diarrhoea
- Earache
- Painful cough
- Sticky eye
- Teething
- Rashes

This can avoid unnecessary trips to your GP or A&E department and save time.

No appointment is needed and most pharmacies have private consulting areas.

GP/Doctor



GP’s and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems such as:

- Arthritis
- Asthma
- Back pain
- Vomiting
- Stomach ache

Minor Injuries



Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions such as:

- Cuts
- Sprains
- Strains
- Bruises
- Itchy rash
- Minor burns

They are normally led by nurses and an appointment is not necessary.

A&E/999



A&E or 999 are best used in an emergency for serious or life-threatening situations such as:

- Severe bleeding
- Breathing difficulties
- Severe chest pain
- Loss of consciousness

If you’re feeling unwell, unsure or if you need health advice and guidance for non-life threatening emergencies call:

NHS 111, 24 hours a day/7 days a week.

HEATWAVE

Overheating, which can make symptoms worse for people who

already have problems with their heart or breathing.



How to cope in hot weather.

Most of us welcome hot weather but when it's too hot for too long, there are health risks.

In England, there are on average 2000 heat related deaths every year. As the hot weather hits this Summer, make sure it does not harm you or anyone you know.

Why is a heatwave a problem ?

The main risks posed by a heatwave are:

- Not drinking enough water (dehydration)
- overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- heat exhaustion and heat stroke

Who's most at risk ?

A heatwave can affect anyone but the most vulnerable people are:

- older people - especially those over 75
- those who live on their own or in a care home
- people who have a long term illness – including heart or lung conditions, diabetes, kidney

disease, Parkinson's disease or some mental health conditions.

- those who may find it hard to keep cool – babies and the very young, the bed bound, those with drug and alcohol additions or with Alzheimer's disease
- people who spend a lot of time outside or in hot places – those who live in a top floor flat, the homeless or those whose jobs are outside

Tips for coping in hot weather

- look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions and those who live alone are particularly at risk
- stay cool indoors – many of us will need to stay safe at home this Summer so know how to keep your house cool
- close curtains on rooms that face the sun to keep indoor spaces cooler and remember, it may be cooler outdoors than indoors
- if going outdoors try to use shaded cooler spaces when possible
- drink plenty of fluids and avoid excess alcohol
- never leave anyone in a closed, parked vehicle, especially infants, young children and animals
- try to keep out of the sun between 11am to 3pm

- if you have to go out into the heat, walk in the shade, apply sunscreen regularly and if possible wear a hat with a brim
- avoid exercising in the hottest parts of the day
- make sure you take plenty of water with you if you are travelling
- if you are going into open water to cool down, take care and follow local safety advice

For more information visit GOV.UK: Heatwave plan for England (Link: www.gov.uk/government/publications/heatwave-plan-for-england).

If you have any concerns about an uncomfortably hot house that's affecting your health or someone else's, get medical advice.

You can also get help from the environmental health office at your local authority. They can inspect a home for hazards to health, including excess heat.

Watch out for signs of heat related illness

If you or someone else feels unwell with a high temperature during the hot weather, it may be heat exhaustion or heat stroke.

Find out about the signs of heat exhaustion and heat stroke and when to get help (Link: www.nhs.uk/conditions/heat-exhaustion-heatstroke/)

Heat exhaustion and heat stroke



Heat exhaustion is not usually serious if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

Check for signs of heat exhaustion

The signs of heat exhaustion include:

- a headache
- dizziness and confusion
- loss of appetite and feeling sick
- excessive sweating and pale clammy skin
- cramps in the arms, legs and stomach
- fast breathing or pulse
- a high temperature of 38C or above
- being very thirsty

The symptoms are often the same in adults and children, although children may become floppy and sleepy.

If someone is showing signs of heat exhaustion, they need to be cooled down.

Things you can do to cool someone down

If someone has heat exhaustion follow these 4 steps:

1. Move them to a cool place
2. Get them to lie down and raise their feet slightly
3. Get them to drink plenty of water. sports or rehydration drinks are ok

4. Cool their skin – spray or sponge them with cool water and fan them. Cold packs around the armpits or neck are good, too.

Stay with them until they recover.

They should start to cool down and feel better within 30 minutes.

Call 999 if:

You or someone else have any signs of heatstroke:

- feeling unwell after 30 minutes of resting in a cool place and drinking plenty of water
- not sweating even while feeling too hot
- a high temperature of 40C or above
- fast breathing or shortness of breath
- feeling confused
- a fit (seizure)
- loss of consciousness
- not responsive

Heatstroke can be serious if not treated quickly. Put the person in the recovery position if they lose consciousness while your waiting for help from the emergency services.

Preventing heat exhaustion and heatstroke

There's a high risk of heat exhaustion or heatstroke during hot weather or exercise

To help prevent heat exhaustion and heatstroke:

- drink plenty of cold drinks, especially when exercising
- take cool baths or showers
- wear light coloured, loose clothing
- avoid the sun between 11am and 3pm
- avoid excess alcohol
- avoid extreme exercise

This will also prevent dehydration and help your body keep itself cool.

Keep an eye on children, the elderly and people with long-term health conditions because they are more at risk of heat exhaustion and heatstroke.

Dehydration



Dehydration means your body loses more fluids than you take in. If it's not treated, it can get worse and become a serious problem.

Symptoms of dehydration in adults and children include:

- feeling thirsty
- dark yellow and strong-smelling pee
- feeling dizzy or light-headed
- feeling tired

- a dry mouth, lips and eyes
- peeing little; and fewer than 4 times a day

Dehydration can happen more easily if you have:

- diabetes
- vomiting or diarrhoea
- been in the sun too long
- drunk too much alcohol
- sweated too much after exercise
- a high temperature of 38C or more
- been taking medicines that make you pee more (diuretics)

How you can reduce the risk of dehydration

Drink fluids when you feel any dehydration symptoms.

If you find it hard to drink because you feel sick or have been sick, start with small sips and then gradually drink more.

You can use a spoon to make it easier for your child to swallow the fluids.

You should drink enough during the day so your pee is a pale clear colour.

Drink when there's a higher risk of dehydration, for example, if you're vomiting, sweating or you have diarrhoea.

Carers: making sure someone in your care drinks enough.

Sometimes people you care for do not have sense of how much their drinking.

To help them:

- make sure they drink during meal-times
- make drinking a social thing, like, "having a cup of tea"
- offer them food with a high water content – for example, soups, ice creams or jellies, or fruits like melon

A Pharmacist can help with dehydration

If you're being sick or have diarrhoea and are losing too much fluid, you need to put back the sugar, salts and minerals that your body has lost.

Your pharmacist can recommend oral rehydrations sachets. These are powders that you mix with water and then drink.

Under 5's with dehydration

The under 5's should get plenty of fluids to avoid dehydration.

It's quite common for young children to become dehydrated. It can be serious if it's not dealt with quickly.

Take your baby or child to the GP urgently or go to A&E if they:

- seem drowsy
- breathe fast

- have few or no tears when they cry
- have a dry mouth
- have dark yellow pee or have not had a pee in the last 12 hours
- have cold and blotchy-looking hands and feet

Once the dehydration has been treated, your child will need to maintain their fluid levels.

GPs usually advise:

Do

- carry on breastfeeding or using formula – try to give small amounts more often than usual
- for babies on formula or solid foods – give them small sips of extra water
- give small children their usual diet
- give regular small sips or rehydration solution to replace lost fluids, salts and sugars

Don't

- do not make formula weaker
- do not give young children fruit juice or fizzy drinks – it makes things like diarrhoea and vomiting worse



Sun safety tips

Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK even when it's cloudy!

There's no safe or healthy way to get a tan. Aim to strike a balance between protecting yourself from the sun's harmful rays and getting enough vitamin D from sunlight.

Make sure you:

- spend time in the shade between 11am and 3pm
- make sure you never burn
- cover up with suitable clothing and sunglasses. A day at the beach without proper eye protection can cause a temporary but painful burn to the surface of the eye similar to sunburn.
- Avoid looking directly into the sun, as this can cause permanent eye damage.
- take extra care with children
- use at least factor 30 sunscreen
- Children aged under 6 months should be kept out of direct strong sunlight
- If you have lots of moles or freckles, your risk of getting skin cancer is higher than average, so take extra care

How to deal with sunburn



If you have sunburn, your skin may:

- feel hot to touch
- feel sore or painful
- flake or peel – this usually happens a few days after you get sunburnt
- your skin may also blister if your sunburn is severe

Sponge sore skin with cool water, then apply soothing aftersun cream or spray (like aloe vera) to the affected areas.

Painkillers such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn

Stay out of the sun until all signs of redness have gone.

Seek medical help if you feel unwell or the skin swells badly or blisters

Do

- get out of the sun as soon as possible
- cool your skin with a cool bath, shower or damp towel
- apply after sun lotion
- drink plenty of water
- take painkillers if and when required

- cover sunburnt skin from direct sunlight until skin is fully healed

Don't

- do not use petroleum jelly on sunburnt skin
- do not put ice or ice packs on sunburnt skin
- do not pop any blisters
- do not scratch or try to remove peeling skin
- do not wear tight fitting clothes over sunburnt skin

Ask for an urgent GP appointment or get help from NHS 111 if:

You've been out in the sun and:

- your skin is blistered and swollen
- your temperature is very high, or you feel hot and shivery
- you feel tired, dizzy and sick
- you have a headache and muscle cramps
- your baby or young child has sunburn

Please take care of yourself and others in your care during extreme periods of hot weather!

Voluntary Car Service

At present the voluntary car service does not have a central telephone number and booking system. Efforts have been made to find suitable premises that could be used for this service but unfortunately with no success.

A patient using the service will normally have the number of a driver who they use if required. For future appointments, if a patient contacts their regular driver and they are unavailable, the driver will usually give the patient the contact details for an alternative volunteer.

Sleaford volunteer drivers are paid directly by the patient at a rate of .45 pence per mile, which starts from the driver's home. Patients are asked to give drivers as much notice as possible when requiring transport, a minimum of 24 hours but more if possible.

Sleaford Voluntary Car Service

List of drivers and contact details;

- Ron: 07845201428
- Jim Holland: 01529 455682
- Gary: 07936566210
- Jim Bond: 01529 415635
- Dennis and Jean(husband and wife, both drive): 01529 305027
- Paul Sharpe: 01529 414538 or 07872463680

Heckington Voluntary Car Service 01529 460809

TASL Ambulance Service

This service is in addition to the voluntary car service for all hospital appointments.
0808 164 4586

Complaints



When we get things wrong!

We make every effort to give the best service possible to everyone who attends our practice.

We are only human and we will make mistakes from time to time. A large part of what makes medicine a profession is being open about mistakes and trying to learn and improve from them.

However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicable as possible.

To pursue a complaint, please contact the practice manager who will deal with your concerns appropriately. Further information regarding the complaints procedure is available from reception.



Text Message Reminders 2022

Benefits of Online Access:

- Ordering repeat prescriptions on line
- Book/check/cancel appointments
- Update address/telephone details
- Sign up to receive SMS text reminders
- Access to your personal record held at the Surgery

You can register for online access and benefit from receiving information by text message (SMS) on your phone regarding appointments and health care.

The easiest method to sign up for SMS alerts is to register for SystmOne by completing a consent form available from our website or from reception.



Surgery News

- Dr Revu became a Practice Partner in February 2022
- The Practice Manager Marcus Griffen will sadly be leaving us in August 2022. He is leaving to start his own company. The Partners, Staff and PPG members wish him well in this new venture.
- Gwen Murgatroyd our Practice Nurse is leaving to specialise in Infection Control and Vaccinations and Immuniations within the Local Council. We wish her well in her new career.
- The construction of the additional car park is now complete and open for use. The Car Park has catered for 2 disabled parking bays and up to an extra 12 general bays. Parking on the main road has reduced greatly.
- The Practice are now actively seeing more patient face to face appointments with GPs and Nurse Practitioners – all appointments are triaged via Ask MyGP before being booked.
- We continue to support and work with Lincoln Medical School's all year's students as well as final

year Nottingham medical students.

We are now also assisting with Student Paramedic and Nurse Placements from Lincoln.

- This month we have taken on an additional receptionist and in August 2022 a new female salaried GP will be joining the practice.
- Patients who failed to attend their pre-booked appointments (DNA's), for both GP and Nurses was as follows:

1 April to 30 April – 140

1 May to 31 May – 134

1 June to 30 June - 169

A total of 443 missed appointments!

Diary Dates 2022



Patient Participation Group (PPG)

The next meeting of the Patient Participation Group (PPG) will be held at the Medical Centre on Wednesday 17th August 2022.

We are still in need of younger members to join the panel. If you are aged between 18 and 25 and would like to represent your age group to voice any concerns or suggestions you may have regarding the medical centre services, please contact the reception. Both male and female representatives would be ideal.