



**WINTER**

# RAMSEY HEALTH CENTRE

## Newsletter

### Autumn/Winter 2014

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## SEASONAL FLU VACCINATION

As the autumn sets in and winter approaches, it's time for those at greatest risk from flu to protect themselves and their families by getting a free flu jab.

Flu is a highly contagious infection that anyone can catch, and it can be a really serious illness for some. Those at greater risk from flu include people aged 65 or over, pregnant women, and those with serious health conditions.

Ramsey Health Centre will be holding a Walk-In Flu clinic on **Saturday 4th October 2014 from 8.00 am to 1.00 pm** where we will be offering free flu jabs to the following groups of patients:-

- ◆ Chronic Respiratory Disease \*
- ◆ Chronic Renal Disease
- ◆ Chronic Neurological Disease
- ◆ Immunosuppression
- ◆ Aged 65 or over
- ◆ Chronic Heart Disease
- ◆ Chronic Liver Disease
- ◆ Diabetes
- ◆ Pregnant women
- ◆ Carers

**\*Patients with asthma are advised to check their eligibility with our reception staff, as not all asthma patients will be eligible for the free vaccine.**

No appointment is necessary for the Walk-In clinic. If you are not able to attend on that day, you are welcome to make an appointment with a member of our nursing team for a flu jab appointment at another time.

The best time to be vaccinated is at the start of the flu season from October to early November, so it's good to get in early and get flu safe in time for the winter.

For more information, speak to one of our GPs or nurses, or visit [www.nhs.uk/flu](http://www.nhs.uk/flu)



**Would you like to receive future copies of the Ramsey Health Centre Newsletter by email?**

See our website at [www.ramseyhealthcentre.co.uk](http://www.ramseyhealthcentre.co.uk) for details, call us on 01487 812611, or email us: [ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net)



## Shingles & Pneumovax vaccination



Ramsey Health centre can provide free vaccination against pneumococcal infection and shingles to patients who are eligible to receive it.

### Pneumovax®

Pneumococcal infections are caused by the bacterium *Streptococcus pneumoniae* and can lead to pneumonia, septicaemia (a kind of blood poisoning) and meningitis. The Pneumovax® vaccine can protect against these infections. It is a "one-off" vaccine, and we are able to offer it to the following groups:-

- Aged 65 and over
- Chronic heart disease
- Chronic liver disease
- Immunosuppression
- Chronic respiratory disease
- Chronic kidney disease
- Diabetes

### Shingles Vaccine (Zostavax®)

Shingles, also known as herpes zoster, is a painful skin rash caused by the reactivation of the chickenpox virus (varicella-zoster virus) in people who have previously had chickenpox. It begins with a burning sensation in the skin, followed by a rash of very painful fluid-filled blisters that can then burst and turn into sores before healing. Often an area on just one side of the body is affected, usually the chest but sometimes the head, face and eye

**This year, the shingles vaccine is being offered to people whose 70th, 78th or 79th birthday is after 1st September 2014.** You'll only need to have the vaccination once and you can have it at any time of the year. The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

### Hearing Aid Batteries

We would like to remind patients that we are able to supply hearing aid batteries and we are a collection/recycling point for old hearing aid batteries.

Please bring in your hearing in aid service book so we can record the correct batteries.



### Stamp Collecting



We continue to be a collection point for used stamps; Thank you for continuing to bring in your old stamps—these are used to raised much-needed funds for charities such as the Macmillan Nurses and also Wood Green Animal Shelter.



# How to stay Safe on Bonfire Night



All those flaming rockets, sparklers and fires sound like great fun – but as bonfire night approaches, make sure you stay safe and follow our basic first aid tips. Each year, the UK records hundreds of firework and burn-related accidents during the four-week period around Halloween. According to surveys, many of the injuries are suffered by young people aged under 18 years.

If things do go wrong, it's crucial that those present should know what to do. The first few minutes after any accident are critical. The correct first aid care can speed recovery, reduce pain or even – in extreme cases – save a life.

Here are our simple BONFIRE tips:

**Burns** are the most common type

of injury at this time of year, for obvious reasons – but the best way to avoid them is to be prepared. Ensure you keep your family safe, know the firework code and brush up on your first aid skills in case of an emergency.

Ordinary household objects can be just as useful in an emergency if you do not have access to a first aid kit. To treat all burns, you should place the affected area under cold water for at least ten minutes. However, a cold beer or soft drink will do the trick if water is not available.

Never put butter or oil on a burn as this will only make the injury worse, and could cause further pain when it has to be removed later on.

**Fingers** that have been burned

can quickly swell, so be sure to remove all jewellery to prevent restricted blood flow – or having to have your favourite ring cut off!

Incorrect treatment of burns can lead damaged skin and scarring. The best thing to do after cooling is to cover the injury with kitchen film to reduce the chance of infection. Call an ambulance if necessary.

Reassure anyone who has burned themselves, especially young children, as it can be a traumatic experience. Knowing basic first aid skills will help you to remain calm.

Ensure you seek medical advice if you are unsure or in any doubt about the seriousness of the burn. All children should receive hospital treatment immediately.

## Patient Services—some reminders

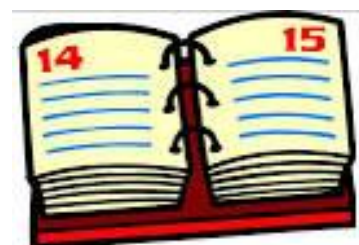


If you are phoning Ramsey Health Centre for test results or with general queries, we would like to remind you that you should call us after 10.00 am if possible.

The hours of 8.00 am to 10.00 am are, as you can imagine, our busiest time on the telephones, as patients are phoning in first thing to make appointments. We obviously prioritise those needing to be seen by a doctor or a nurse, and for that reason, we would be grateful if patients phoning us for other reasons could avoid our busiest time.

May we also remind any patients who attend regularly scheduled review appointments (e.g. diabetic patients) that it is your responsibility to be aware of your next review date, and to make yourself an appropriate appointment. Whilst we do endeavour to contact patients whose reviews are overdue, we do not have sufficient resources to contact every patient to remind them that they are due for a review.

If you are in any doubt over when your next review appointment is due, please speak to us and we can advise you.





Please cut out the handy contact details and keep them to hand. Cards with this information on can be collected from the Reception Desk.

**TEL: 01487 812611**

### Ramsey Health Centre

Mews Close, Ramsey, Huntingdon, PE26 1BP

Phone: 01487 812611, Fax: 01487 711801

E-mail address: Ramsey.health-centre@nhs.net

Web site: www.ramseyhealthcentre.co.uk

#### Opening Times

Monday	8.00am to 1.00pm, 2.00pm to 6.00pm
Tuesday	8.00am to 1.00pm, 2.00pm to 8.00pm (Dispensary to 6.00pm)
Wednesday	7.45am to 1.00 pm, 2.00pm to 6.00pm
Thursday	8.00am to 1.00pm, 2.00pm to 6.00pm
Friday	8.00am to 1.00pm, 2.00pm to 6.00pm

## Referrals to the Hospital – Waiting Times & “Choose and Book”



If you and your GP agree that you need to be referred to a specialist, the NHS is committed to making sure that your treatment is started within 18 weeks. The maximum you will wait, including if you need an operation, is 18 weeks, but you may be treated sooner than this. If your treatment can be given in an outpatient clinic it will be started within that time. Of course, if your treatment is needed urgently, it will be started much more quickly.

Wherever possible you will be given the opportunity to agree the date and time of your visits to make it easier for you to attend.

To be seen within 18 weeks, you will need to make sure that you are available for appointments, tests and treatments. If, during consultation with the GP or nurse, a referral is discussed, please make sure that you tell us the following information: -

- Do you have a holiday or other commitment coming up which means you would not be able to attend the hospital?
- Do you want some further time to think about the referral before committing?
- What is your preferred choice of hospital?

For many specialities, our secretaries will be able to make your initial outpatient appointment for you, via the online “Choose and Book” system. They will usually telephone you shortly after your GP consultation to offer you a range of appointment times and locations for your hospital appointment.

If you are unlikely to be contactable by telephone during the day, please make sure that you make your preferences and availability known to the GP, so that we can choose an appropriate appointment for you. Alternatively, tell us if you would prefer to make your own appointment: we can give you a booking reference and details of the Choose and Book website/telephone line so that you can make your own arrangements.

Not all specialities are available for booking via Choose and Book, so sometimes you will have to wait for the hospital/clinic to contact you to arrange your appointment.

If you have any queries about a hospital referral, the secretarial team here at the health centre will always be happy to help you.