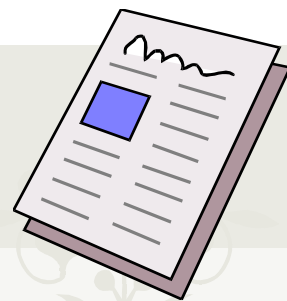


Drs Barsby & Kallarackel Patient Newsletter

www.kiddrowlanedoctors.co.uk

1ST QUARTER 2011

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Keep Warm, Keep Well **Appointments**

Keeping warm over winter months can help prevent colds, flu or more serious health problems like pneumonia. Try to keep your living room to around 18-21°C (64-70°F) and the rest of the house at least 16°C (61°F). Set the timer on your heating to come on before you get up and switch off when you go to bed. In very cold weather set the heating to come on earlier, rather than turn the thermostat up, so you won't be cold while you wait for your home to heat up. You can also help keep warm by wearing plenty of thin layers. You may also be able to claim financial help with heating your home. Eating regular meals will help keep your energy levels up during winter. More information is available at www.direct.gov.uk



Can we remind patients that wherever possible you are encouraged to attend in a morning, and to make the appointment on the morning you want to attend. Afternoons are kept for those patients unable to attend in a morning, or for those people who become ill during the day. We do however have a limited number of appointments to book in advance for those patients who are unable to book on the day. Nurse appointments need to be booked as much in advance as possible.

Last month 70 patients failed to attend appointments—this can range from a 10 minute GP slot to as long as 45 minutes for a nurse appointment and is very costly for the practice and increases waiting times for patients. Please notify us well in advance if you are unable to attend so that the appointment can be given to someone else. The practice does have a policy to deal with patients who persistently fail to attend for booked appointments, and this can include removal from the practice list.

Staff Updates

Our receptionist Adele Burns had a baby girl in December—our congratulations and best wishes go to them both. Jean Pilkington, a retired member of staff is covering Adele's maternity leave. Our Health Care Assistant Leanne Marshall is currently recovering from a broken leg sustained on holiday in Spain—we hope she is soon fully recovered and back to work. In the meantime our Practice Nurses Sandra and Angela are working extra hours.

Choose Well—NHS Services

Choose the right service, in the right place. When the temperature of a situation rises, so does the urgency level of care you need to receive.

Self Care—For treating minor health problems, keep a well stocked medicine cabinet at home.

NHS Direct 0845 46 47—Confused? Unwell? A 24 hour helpline for immediate professional advice.

Pharmacist—For professional advice on common illnesses and which medicines to take.

GP/Health Access Centre—For an illness or injury that just won't go away, routine health checks, prescriptions, and help managing long-term health problems.

Urgent Care Centre/Minor Injuries Unit/Health Access Centre—Burnley General Hospital and Royal Blackburn Hospital's Urgent Care Centres are for injuries and illnesses that require urgent care but are not life-threatening. Urgent care is for the 'walking wounded'. If you can get there yourself or be taken by someone – it's urgent care.

999/Emergency Department—Royal Blackburn Hospital's emergency department is for ambulance traffic, and for any critical/life-threatening situations.

Out of Hours

If you need a doctor urgently whilst we are closed you should telephone 0845 46 47, for urgent medical problems which won't wait until we reopen.