

# Dr Palacin's Surgery Shoebury Health Centre

Practice Update—Winter 2019-2020



**Shoebury Health Centre**  
Campfield Road  
Shoeburyness  
SS3 9BX

## CQC have rated us "Good"!

We were inspected by the Care Quality Commission, they rated us "Good" which we are extremely happy with. The key questions are rated as:

- Are the services safe?
- Are the services effective?
- Are services responsive?
- Are services well-led?

We rated Good on each question!

For more information on our inspection, please see our inspection report which goes into more detail.

Inspection date 18.04.2018

## Join our Patient Participation Group!

Are you interested in having your say? Do you have good ideas that could be put into practice at our surgery? If yes, sign up to our Patient Participation Group!

We run meetings three times a year with biscuits and tea provided!

We value patient feedback and would appreciate any ideas to put towards improvement of the Practice.

If you would like to be involved, fill in your information below and hand into Reception.



Name:.....

DOB:.....

E-Mail:.....

Tel Number:.....

Age Category

- |                                   |                                |                                |
|-----------------------------------|--------------------------------|--------------------------------|
| Under 16 <input type="checkbox"/> | 17-24 <input type="checkbox"/> | 25-34 <input type="checkbox"/> |
| 35-44 <input type="checkbox"/>    | 45-54 <input type="checkbox"/> | 55-64 <input type="checkbox"/> |
| 65-74 <input type="checkbox"/>    | 75-84 <input type="checkbox"/> | 85+ <input type="checkbox"/>   |





## Smoking Cessation Services with Lisa



Stopping smoking is often tough, and different approaches will work for different people. Here at the Surgery our Adviser Lisa can help you plan an approach to stopping that is most likely to work for you. She has helped many patients at the surgery who were long term smokers, set a quit date and become smoke free! We are very pleased to advise that she has a high success rate with her clients!

**Since April 2018, Lisa has 16 successful quits out of 25!**

And there are currently six patients on progress to quit!

### What happens hours after you quit smoking?

#### **20 Minutes**

Your blood pressure and pulse returns to your normal rate

#### **8 Hours**

The amount of nicotine and carbon monoxide in your blood is halved and oxygen levels return to normal

#### **24 hours**

The carbon monoxide will no longer be in your body and you'll be able to taste and smell things much better

#### **72 hours**

Breathing becomes easier and your energy levels increase



### Lisa's top tips and advice for Quitting Smoking!

- ◆ Set a specific date on which you want to quit and stick to it.
- ◆ Let people know so they can support you.
- ◆ Try to encourage friends or family to stop with you so you can support one another.
- ◆ Change your routine and avoid situations when you usually smoke.
- ◆ If you smoke first thing, try a shower instead.
- ◆ If you smoke on the way to work—make your car smoke-free.
- ◆ In the first few days of quitting drink plenty of water and fluids to help flush out the nicotine and other poisons (avoid alcohol and coffee).
- ◆ Don't fall into the trap of having 'just one' cigarette—this can lead to another!

## Missed Appointments

To date, this year, 205 appointments have been lost due to non-attendance.

This has resulted in over 47.5 hours of valuable appointment time being unused.

### PLEASE

Contact the surgery to cancel your appointment if it is no longer required or you are unable to attend.

Appointments are always needed and this will allow us to reallocate the appointment to a patient who needs it.



GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

### PLEASE -

Also inform the Receptionist if you are running late, so we can inform the Doctor/Nurse.

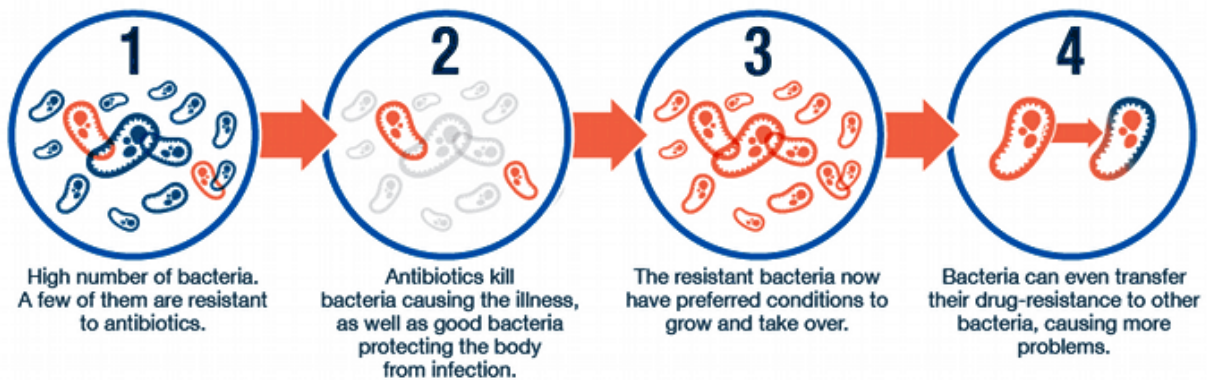
# STOP THE OVERUSE OF ANTIBIOTICS

Many mild bacterial infections get better on their own without using antibiotics.

Antibiotics are used to treat or prevent some types of bacterial infection. They work by killing bacteria or preventing them from spreading. But they do not work for everything.

Antibiotics do not work for viral infections such as colds and flu, and most coughs and sore throats.

## How does antibiotic resistance occur?



When it comes to antibiotics, take your doctor's advice on whether you need them or not. Antibiotic resistance is a big problem – taking antibiotics when you do not need them can mean they will not work for you in the future.

## ANTIBIOTIC RESISTANCE (antimicrobial resistance)



## Repeat Medication

Request your repeat prescription in writing



Allow 48 hours for your prescription to be processed



Repeat Prescriptions can be requested a week before they are due. Only request medication that are on your repeats. You can request your medication by these following methods:

Complete a repeat form which are at Reception.

Request using online services (enquire at reception)

E-mail [drpalacin.surgery@nhs.net](mailto:drpalacin.surgery@nhs.net).

Please allow two working days for your prescription to be processed. Don't leave ordering them until the last minute!

## Over The Counter Medication



Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.

Earwax	Acute sore throat	Dandruff
Colds, Coughs & congestion	Indigestion/heartburn	Cold sores & mouth ulcers
Minor burns and Scalds	Diarrhoea (adults)	Dry/Sore tired eyes
Travel sickness		
Hay fever	Teething/Toothache	Acne
		Head lice

Other conditions include:- Conjunctivitis, Mild cystitis, Mild dry skin, Cradle cap, Mild irritant dermatitis, Dandruff, Mild to moderate hay fever, Nappy rash, Excessive sweating, Infant colic, Sunburn, Infrequent Sun protection, Infrequent constipation, Infrequent migraine, Threadworms, Insect bites and stings, Warts and verrucae, Haemorrhoids, Oral thrush, Prevention of tooth decay, Ringworm/athletes foot, Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)

## Travel Vaccinations



Please be aware that although we are happy to administer various travel vaccinations, we are not a Travel Clinic.

- ◆ Patients should arrange two appointments with the Practice Nurse, at least 4 weeks prior to the date of travelling.
- ◆ Patients should make an initial appointment with the Practice Nurse for vaccination advice, when the nurse will go through your vaccination history, travel destinations and advice regarding appropriate vaccinations required. The nurse will arrange the appropriate prescriptions.
- ◆ At the second appointment, the nurse will administer the vaccinations and offer appropriate travel advice.
- ◆ Please be aware the receptionist is not able to advise in relation to travel vaccinations.



## What is GDPR?

The **General Data Protection Regulation** is new and it helps us to keep information about you safe.

We have always looked after your information safely but  
GDPR helps us check we are doing the best job we can.

No, only someone who needs your data to care for you is allowed to see or use it. This can be the doctors, nurses or people who support the doctors and nurses in their work.

We only share your information with other people who might need to care for you (like the hospital).

If someone who isn't responsible for your care asked for your information, we will ask you or your parent if it is ok to give it. An example of this might be when someone is organising an activity you would like to do and needs to check if you are well enough to do it.

[illegible]

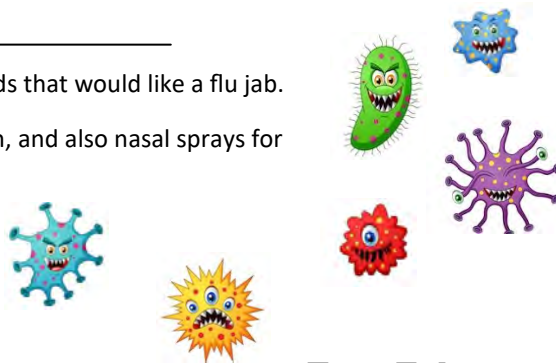
If you are 13 years or over, you can ask to see your information. Speak to a receptionist to arrange this.

If you still have a question, please ask the receptionist who will do their best to help you.

Flu season is now upon us! We are currently booking in all over 65 year olds that would like a flu jab.

We can also give the flu jab to under 65s who have a pre existing condition, and also nasal sprays for 2-3 year olds.

Please call the Reception desk to book if you fit this criteria!



## Zero Tolerance

Our practice staff are here to help you. Our aim is to be polite and helpful to all our patients. If you consider that you have been treated unfairly or inappropriately, please contact the Practice Manager who will be happy to address your concerns.

However, please be aware that this practice supports the NHS policy of Zero Tolerance with regard to any form of abuse, be it physical or verbal, to Doctors/ Staff and others on the practice premises or other locations where treatment may take place.

Persons abusing this policy risk removal from the practice list. In extreme cases the police may be summoned to remove offenders from the practice premises.

Many Thanks for your co-operation.



# Your questions, answered!



Here are a few questions that we find are most asked by patients when they visit the Surgery, if you have any suggestion, please e-mail us with your questions and we will put them in the new newsletter!

## **I'm 75 Years old this year and not on any medication, do I need to see a GP?**

*We offer an over 75 Health Check for patients even if they are not on any medication.*

## **Do you have Out Of Hours appointments?**

*Yes, we have Out Of Hours appointments available on Monday evenings from 6:30 until 7:30pm and also remote booking appointments which are held at North Shoebury Surgery and Queensway Surgery for both Doctors and Nurse appointments*

## **I'm 54, can I have an NHS Health Check?**

*NHS Health Checks are for 40-74 years old patients with pre existing conditions, patients can have these checks every five years.*

## **What age do I need a flu jab?**

*Patients over 65 years old are offered flu jabs yearly, under 65s with pre existing conditions are also eligible, this includes pregnant women, and 2-3 year olds are able to have the nasal spray*

## **How many Pneumonia injections do you have in a lifetime?**

*Over 65 years are eligible for the Pneumonia jab, and you only have two in a lifetime.*

## **Can I book appointments in advance?**

*You can book appointments in advance if they are available, Monday and Friday appointments are book on the day only (Call in at 8:00am to book one of these appointments).*

## **If I am on blood pressure tablets, should I have my BP checked with blood tests?**

*Yes, you should have your blood pressure checked yearly to make sure your medication dosage is right for you.*

## **If I'm on the contraceptive tablets, should I see my doctor?**

*You should see a nurse every 6 months for a pill check, the nurse will check your height, weight and blood pressure and answer any questions. If you have a problem with your pill you can book in with a doctor who will be able to give advice on other contraceptive methods.*

## **If my Asthma is not controlled, can I order extra inhalers?**

*No, if you are experiencing exacerbations of your symptoms you should book in with our Asthma Nurse for a review.*

## **Can I see the doctor if I have tooth ache?**

*No, you should be seen by your Dentist for any tooth or facial/jaw pain. NHSE guidelines state that we are not commissioned to treat anything related to teeth or facial/jaw pain.*





*In every Newsletter we will introduce you to a couple of members from our team and let you in on some funky facts about them!*

### **Pippa—Practice Manager**

You were a Receptionist for many years but you have stepped up into the big boots for the last year and a half as Practice Manager, what is your favorite part of the job role?

*"I like talking to the patients, it's nice having face to face contact, keeping up with everybody's families and healthcare, I find it very rewarding".*

What are your hobbies outside of work?

*"I like to do Gardening and painting in my spare time, and walking my mums Westie, Angus, at the weekend".*

What is your favourite fruit, and why?

*"A lemon, I love the colour, it reminds me of the sun and I like the sharp taste as it makes me quiver".*

### **Lisa—Receptionist**

You have been a receptionist here for a few years now, what do you like most about your role and what is your best achievement so far?

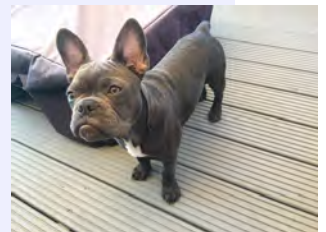
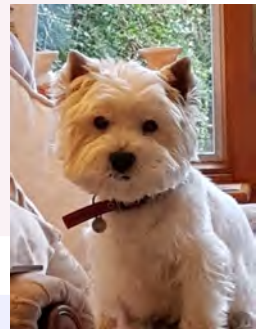
*"I love to help patients and talk to them when I can, I like being involved in all the day to day jobs involved in being on reception like answering the phone. My best achievement is gaining my qualification to run a smoking cessation clinic and I have had a few quitters, I feel like I help people to have a better quality of life".*

What pets do you own, and what made you decide to have them?

*"I own a French Bulldog called Mongo, I got him because the breed of dog is really cute and I love his little ears that stick up".*

If you were a shoe, what shoe would you be and why?

*"I would be a pair of sandals, because I like to be nice and cool in the summer months".*



### **Lauren—Secretary**

It would be a bit strange if I made up questions and started interviewing myself in my office! So here are some facts about me.

I fell into the Secretary role when I started my Level 2 Apprenticeship where I was actually looking for letting agent courses, but since then I have loved every day in the job, I like writing and anything IT based, so being a Secretary, IT Technician and Newsletter/Website Editor is right up my street!

I have four horses who I look after when I'm not at work, if I'm not sitting at my desk then I am out riding around the fields of Wakering. I also like to train my aunts two dogs, Rodney and Bella, to do agility and other obedience tricks and I also take part in multiple mud races throughout the year.

If I was a tree I would definitely be a Palm Tree because they are always found in warm, sandy countries and that's where I like to be in the summer!



# **DR. PALACIN SURGERY**

## **SHOEBURY HEALTH CENTRE**

Campfield Road,  
Shoeburyness, Essex  
SS3 9BX

## **DR. X. PALACIN**

MBBS LMS

## **DR E. GUYLER**

MBBS DRCOG MRCGP

## **Dr C. NZEMEKE**

MRCGP Msc MBBS

## **PRACTICE NURSES**

Lisa Ambridge RGN  
Jacqui Baker RGN  
Catherine Bannister RGN RM  
Joanne Richardson RGN  
Nikki Hall HCA

## **SURGERY TELEPHONE**

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## **SURGERY FAX**

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## **E-MAIL**

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## **OUT OF HOURS**

Please call NHS 111 service