

# Buckden & Little Paxton Surgeries Newsletter



December/January 2019-2020



Welcome to our Christmas edition of Buckden and Little Paxton Surgeries Newsletter. We hope you are all enjoying the festive period.

## Announcements



David has now retired as Senior Partner from the Surgery. However, he will be back with us two days a week in the New Year.

## New faces

We have a new structure within our reception team and some new faces that have come to join us. We would like to welcome:

Sally Hewitt – Reception Team  
Leisa Gill – Medical Secretary for DCCS

Dr Kate Milne  
Dr Gurvinder Singh  
Dr Priya Verma  
All three Doctors will be with us in General Practice for the next few months.

## Christmas Opening Times

Christmas Eve	Open as usual
Christmas Day	Closed
Boxing Day	Closed
27 December	Open as usual
31 December	Open as usual
1 January	Closed
2 January	Open as usual

## Bank Holidays

**Just a reminder we are closed on bank holidays.**

May bank holiday 2020 has been changed for VE Day anniversary. Therefore, next year's early May bank holiday will be moved back by four days for the whole of the UK to coincide with the 75th anniversary of VE Day.

May Day is traditionally held on a Monday but will be put back to **Friday 8 May 2020**.

## Friends and Family Test

We would be grateful if any of you have the time, while coming for an appointment to fill in one of our friends and family cards. This survey allows us to gain vital information from our patients, good ☺ or bad ☹ it helps us to look at any areas that may need improving. The cards and boxes are located in the waiting area of Buckden and Little Paxton Surgeries. Please ask the reception staff if you need any assistance with this and they will be happy to help. Thank you.



## Simply on your side

**Buckden and Little Paxton Surgeries** would like to invite you to join DoctorLink.

We have been looking at how we can improve access to Practice services; DoctorLink is our new online service where you can access advice and appointments on line.

For all urgent appointments, we ask that you undertake a symptom assessment through DoctorLink.

The symptom checker will ask you a number of questions to help to identify your problem.

The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, nurse or self-care.

If your outcome indicates that an appointment is required, you simply click on the request appointment link.

Once the request has been submitted, you will then be contacted by the Practice Team, to arrange an appointment within the identified timeframe (as outlined in the outcome of your symptom checker).

The information you provide will be shared with our clinical team (where appropriate) and will assist in providing robust information of your problem to the required clinical team member prior to your appointment.

Get the app on Apple or Android.

### New Telephone System

Thank you for your patience with the recent problems that we experienced with our telephone system. We made a number of changes to help us better manage incoming calls but some of the changes did not work correctly and this meant that some callers accessing the new Prescription Line would have heard a message saying that it was closed when it was actually open. Please accept our apologies for this. We worked with our telecoms supplier to fix the problem but

the fix took longer than anticipated but is now resolved and we are currently looking at options for a new or upgraded telephone system to improve things further.

**Flu Clinic** Thank you to everyone who attended our Flu Clinics. If you have not yet had your Flu jab and would like one. Please call the surgery and we can get you booked in.



**Poppy Appeal** Thankyou to everyone who donated to the poppy appeal. We raised £16.89 at Buckden and £24.99 at Little Paxton. Thank you.

### Dispensary

#### **REPEAT PRESCRIPTIONS**

Please remember when you place a repeat request we need

## 48hrs

Before you call to collect your prescription

This also applies to medication requests from hospital consultants, etc.

It seems there may have been some confusion over the opening hours of the Dispensary at the Practice: these are as follows:

<b>BUCKDEN SURGERY DISPENSING HOURS</b>		
<b>MONDAY</b>	<b>8.00 a.m.</b>	<b>6.00 p.m.</b>
<b>TUESDAY</b>	<b>8.00 a.m.</b>	<b>6.00 p.m.</b>
<b>WEDNESDAY</b>	<b>8.00 a.m.</b>	<b>6.00 p.m.</b>
<b>THURSDAY</b>	<b>8.00 a.m.</b>	<b>1.00 p.m.</b>
<b>FRIDAY</b>	<b>8.00 a.m.</b>	<b>5.00 p.m.</b>

We very much regret that we are still unable to dispense to patients who live 1.6km from the nearest pharmacy in the village, but we are delighted to continue to dispense to those living beyond the 1.6km barrier imposed on us.

### **The Buckden Surgery short walk group.**

#### **Have you been meaning to be a little more active but don't know where to start?**

Come and join our free Thursday short walks. You don't need to book or join a club -just turn up.

The last walk of 2019 will be 19<sup>th</sup> December. We shall restart the walks 9<sup>th</sup> January.

Open to all ages, and everyone in Buckden and surrounding areas are welcome. We are a friendly group of around 8-10 walkers. As part of the Huntingdonshire Health walks, Neil, Marilyn, David and Janine take turns in leading a 30 minute walk around the village.

Walking is one of the safest and easiest forms of physical activity. You don't need any special equipment and you have the benefit of fresh air and the company of other walkers! We don't walk too fast, as you can see from the photos we sometimes stop to smell the flowers!

There are several routes, some of our walkers from around the area have been surprised to find quiet corners of Buckden they had not seen before.

We meet every Thursday at 10am outside the surgery.

If you would like to check out other walks, there are many more to choose from– check out the Huntingdonshire District Council web site -[www.huntingdonshire.gov.uk/healthwalks](http://www.huntingdonshire.gov.uk/healthwalks)

### **The Patient Group Coffee Morning**

The patient group held its Christmas coffee morning on 8th December and welcomed patients from both surgeries. Everyone enjoyed a warm drink and lovely home baked cakes, savouries and cakes donated by the Tesco's Community fund. The photo shows some of our bakes and some of the committee. We were also able to give some cakes to the Buckden surgery for the

staff to enjoy and to share the festive spirit.



**Hoping you have a lovely Christmas and Happy New Year!**

### **Stay safe in winter with these safety tips for the elderly**



Ice and snow pose real dangers to older people both inside and outside the home, so what can we do to make life safer for older people during cold weather?

#### **Avoiding slips and falls**

Slips and falls can be devastating to an older person, causing bruises, fractures and other injuries it can also cause a real loss of confidence that lasts much longer than the physical injuries. But there are some simple steps that although don't remove all risk they do lower it:

1. Use salt to remove ice and snow from paths and steps (never use warm water to melt the ice it will just come back later but be much more dangerous).
2. Only go out if absolutely necessary, if friends or family can go to the shops for you or if you can get home

deliveries for essentials you are reducing your risk.

3. Get medications delivered with automatic electronic prescriptions, rather than going to GP and then the pharmacist. If in doubt both your GP surgery and local pharmacy can advise or even subscribe to an on-line service.
4. Wear appropriate footwear: they need to have a good grip on the sole, have a strong support around the foot and ankle and be well fitting.
5. If you have a stick but don't normally need it consider using it in bad weather, if you don't have one consider getting one. It needs to be appropriate for the conditions if you are unsure speak visit a mobility shop and they will give you all the advice you need.
6. If it is slippery and cold outside, get somebody to go with you when they venture out the house.

### Keeping the heating on

Older people, especially those on low-incomes, often worry about paying the heating bills and try hard to minimise how much energy they use, even in very cold snaps. If you have a friend or relative in this position make sure you visit them to ensure they are warm enough.

### Check:

1. They are not heating or lighting unused rooms.
2. They have received any insulation grants that they may be entitled to, so their home is as efficient as possible.
3. Make sure if they are using portable heaters they are safe and do not present a hazard or risk of fire or burning.
4. Make sure that smoke and CO2 alarms are working with adequate battery life.
5. Check the central heating is working correctly and set to come on at the right times or the thermostat is set to the right temperature.
6. Check the hot water set on continuous wasting money unnecessarily.
7. Make sure they are in receipt of their Winter Fuel Payment, which

gives between £100 and £300 tax free to help pay for heating.

8. If there is a cold snap between the start of November and the end of March where the temperature stays below 2 degrees Celsius they will qualify for the Cold Weather Payment.

### Wear plenty of layers of clothing

We all know that wearing plenty of layers rather than one thick one helps to keep us warm, so make sure your elderly loved one does just that. If they need support to get dressed make sure they get it, this may be even more important than normal during cold weather. Remember they may be able to put on loose fitting single layers suitable for the summer but putting on lots of tight fitting layers may not be quite as easy.

### Provide company during cold weather

Sometimes the weather will be too bad to go out, and dark short winter days can be lonely for elderly people on their own. Pay a visit and make sure they are OK. Spend some time together, even just watching TV or playing a game. If you cannot visit them as much as you want to, a care worker could provide the human company required to get through the winter.

Take reasonable precautions in case of power cuts. If there is a power cut it is often too late to then start dealing with the challenges that present themselves. A couple of simple precautions may make the difference between how damaging the impact of a power cut is.

1. Have torches on hand that can be easily found in the dark, many can remain on permanent charge and start flashing when the power goes out. Also make sure you have one in each room, you don't want to be upstairs in the bedroom and your only torch downstairs in the kitchen
2. Be very careful of using candles, the fire brigade dealt with nearly 1,800 house fires last year caused by candles.
3. Keep mobile phones full charged so you don't end up cut off.
4. Be aware if your heating is electric you may lose it but also sometimes gas central heating is powered by mains

electricity and you may lose it even if your gas supply remains. Discuss with your family a suitable plan for your specific circumstances.

5. If you do lose your heating put on additional clothing or blankets do this before you get cold rather than after you are cold as it may be very difficult to warm up in a cold house.
6. Have high calorific foods available that don't need cooking, like chocolate and sweets.

**From all of us at Buckden and Little Paxton Surgery, we hope you all have a wonderful and healthy Christmas and a very Happy New Year.**



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