

# The Leys Health Centre

Volume 1, Issue 1

November 2018

## Flu Season

### Come and get your jab!

It is the time of year for flu jabs, they are available at the Practice. We still have some remaining vaccines but they are going fast.

Remember flu is unpleasant for everyone but for certain groups; over 65s, children and those people with diabetes, heart, kidney or liver problems, autoimmune diseases, asthma and COPD it can lead to complications such as pneumonia. A jab cuts down the risk of these complications arising for people in these groups.

**If you are usually fit and healthy and you have flu** - You can treat this yourself without seeing a GP and you should begin to feel better in about a week. This is with rest, keeping warm, taking paracetamol or ibuprofen to lower your temperature and treat the aches and pains and drinking plenty of water to avoid dehydration.

## Appointment Cancellations

If you are not able to attend for an appointment **please remember to cancel that appointment so somebody else can use it.** You can cancel through the text reminder service, online or by calling the surgery.

### Contents:

- Flu
- Which health services to use
- Prescription passport
- Abusive Behaviour & Language
- Staff News

For more information please email [leyshealthcentre@nhs.net](mailto:leyshealthcentre@nhs.net)

## Do you really need an appointment?

If you are usually healthy please do consider carefully if you need an appointment with us for seasonal infections such as sore throat, colds and flu. We advise people to go to their local pharmacy initially for advice on such issues. This often provides a quicker service to address issues such as fever and aches and pains. They will direct you to your GP if they feel it is appropriate.

Most seasonal ailments are self-limiting (you get better without medical intervention) and there is no fast fix - antibiotics do not speed up getting better. However if you are elderly or a child is sick or you have other health issues and the infection seems prolonged or you are concerned please do contact the Practice for advice.

### For more information on Self Care:

<http://www.oxfordshireccg.nhs.uk/your-health/choose-the-right-service/self-care.htm>

## Prescription Passport

For patients who do not pay for their prescriptions the Surgery can issue a prescription passport. This means that patients do not need an appointment with a GP for minor ailments and will be able to go to their local pharmacy who provides free advice and medication (Leys Pharmacy or Lloyds in our area) and appropriate advice and medication will be given or the pharmacist will refer on to a GP. Please come to see the Reception team for more information or go to Prescription

<http://www.oxfordshireccg.nhs.uk/professional-resources/documents/prescribing/Pharmacy%20Services/MAS-Poster-CITY.pdf>

### **Staff News**

Dr Rebecca Fisher is our newest GP who started in June. She has been working as a GP in London prior to this but is originally from Oxford. Dr Fisher will be working Monday and Tuesday at the Practice. Dr Liz Small has returned to the Practice from 1<sup>st</sup> November.

Uzma Mahmood, Georgie Wright, Julie Paddick, Sally Hearmon, Elisha Layden and Suzana Heraj have also joined the team recently. We warmly welcome them to the practice.

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### **The Practice Needs Your Views**

The Practice welcomes feedback. As well as telling us what we do not do well we would love to hear about your positive experiences as well. Please feel free to tell us by sending an email to [leyshealthcentre@nhs.net](mailto:leyshealthcentre@nhs.net) or coming in a filling out a family and friends form or online or via text. Alternatively you can go to NHS choices and search for The Leys Health Centre and post your feedback on there.

We cannot build on the positive experiences you have unless you tell us about them. The Practice needs your support.

If you have any problems please contact the Practice directly either by coming in or sending an email to [leyshealthcentre@nhs.net](mailto:leyshealthcentre@nhs.net) so we can sort out the issue as quickly as possible.

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### **Patient Participation Group**

The Leys Health Centre Participation Group is now going to focus upon online feedback. This is with the aim of getting feedback and ideas from people who cannot necessarily get to the meetings. Please do pass on your email giving your name and date of birth to request to be added to the circulation list.

### **Abusive Behaviour and Language**

A reminder for the small number of patients we do not tolerate at any time raised voices and the use of threatening or abusive language.

We also do not accept the use of inappropriate language. This behaviour is upsetting for the team and fellow patients.

People who do use inappropriate behaviour and language will be asked to leave and will not receive any service from the practice until they are able to communicate with the team an agreeable way.

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### **Research Practice**

We are now a Research Practice and undertake research projects with the University of Oxford or the Clinical Research Network.

We may approach you depending upon the research to ask if you wish to be involved. You are welcome to either be involved or decline.

Research is to look at better ways of treating illness in General Practice or health promotion research.

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### **General Practitioners at the Leys**

Dr Louise Gardner

Dr Kathryn Brown

Dr Briget Greer

Dr Eleri Shellens

Dr Lucy Minden

Dr Steve Begetti

Dr Mel Phillips

Dr Meera

Dr Tilly Griffith

Dr Rebecca Fisher

For more information on any of the items in this issue please email:

[leyshealthcentre@nhs.net](mailto:leyshealthcentre@nhs.net)