

## Surgery Notes

### Blood tests and anxiety – are you nervous about having blood taken? Here are some simple tips to help you get through a blood test if you have a fear or phobia

#### 1. Communicate your concerns

If you're anxious about blood tests, the best thing to do is let the phlebotomist know. Let them know if one arm is easier than the other, or if you have felt faint in the past.

#### 2. Distraction is your best friend

Anxiety builds when you constantly overthink a situation. Distract yourself by never looking at the needle, watch a video or listen to music on your phone, close your eyes, bring a friend who'll keep you engaged in conversation, Visualise being somewhere else.



#### 3. Stay hydrated and fed

First ask if your test requires a period of fasting. If it does try to fast for the minimum time allowed. We will always try to book these first thing. Low blood sugar can contribute to feeling faint, while dehydration lowers the amount of available fluid in your body and makes it difficult to draw blood.



Drinking plenty of water promotes fuller veins and brings them closer to the surface for easier access.

#### 4. Keep warm

Low temperature shrinks your veins, making it difficult to insert the needle. This can draw out the process and make you more nervous. Wear warm clothing and go for a brisk walk before your appointment.

#### 5. Breathe

Take some deep breaths, down into your belly and breathe out slowly before your appointment and during. This will help keep you relaxed.



## Test results

Please telephone either the Fakenham or Walsingham surgeries after 11am for the results of any tests and/or investigations that have been undertaken at the request of your doctor.

The Practice does not routinely telephone patients with results.

If your test was undertaken at the request of a hospital consultant, you will need to telephone the hospital to obtain your results.

## 'Did Not Attends' (DNA)

This is a continuing problem for the NHS. *Surgery Notes* will have a permanent feature 'DNA Corner'. This will show the total number of DNA's since the last Issue. There has been a **TOTAL of 718 DNA's** since our last publication.

■ **Fakenham Medical Practice**  
Reception 01328 851321  
Repeat Prescriptions 01328 850324

■ **Walsingham Branch Surgery and Dispensary**  
01328 820334

■ **Norfolk County Council Social Services**  
**NEW NUMBER** 0344 800 8020  
Fakenham Medical Practice website  
[www.fmp.nhs.uk](http://www.fmp.nhs.uk)

FROM THE FAKENHAM MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

# surgery notes

NUMBER 32 SUMMER 2019

## Hot weather precautions

Lengthy periods of hot weather can bring health risks and it is important that you remain hydrated and do not overheat.

### Who is most at risk?

- older people, especially those over 75
- babies and young children
- people with a serious chronic condition, especially heart or breathing problems
- people with mobility problems, eg those with Parkinson's disease or who have had a stroke
- people with serious mental health problems
- people on certain medications, including those that affect sweating and temperature control
- people who misuse alcohol or drugs
- people who are physically active – for example, labourers or those doing sports

**During the summer, listen to the weather reports and be prepared before the hot weather arrives. You can do this by:**

- shade or cover windows exposed to direct sunlight. External shutters or shades are very effective, internal blinds or curtains are less so but cheaper and easier to install
- check that windows or vents can be opened
- check that the central heating system can be turned off

- if applicable, check mechanical ventilations systems are switched on and operating in summer mode
- grow plants inside and outside to provide shade and help cool the air
- check that fridges, freezers and fans are working properly
- check medicines can be stored according to instructions

### Action to take in hot weather

- shade or cover windows exposed to direct sunlight
  - take a break from the heat by moving to a cooler part of the house (especially for sleeping)
  - remember that it may be cooler outside in the shade or in a public building (such as churches, local libraries or supermarkets); consider a visit as a way of cooling down
  - open windows (when it is safe to do so) when the air feels cooler outside than inside, for example, at night. Try to get air flowing through the home
  - check that central heating is turned off
  - turn off lights and electrical equipment that isn't in use
  - Wear loose clothing, a hat and sunscreen
- For more information on how to stay safe in hot weather, call NHS 111 or visit NHS Choices <http://www.nhs.uk/heatwave>

# FMP and NHS Online Services

## Existing Services

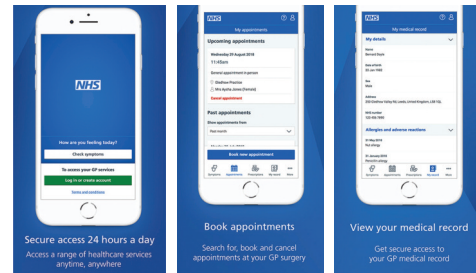
The present service is **Systemonline, Patient Online Services** and has been operating for some time. It allows you to book your own appointment with your named GP.

It will also show you any other appointments which have been booked for you with nurses and Healthcare Assistants so that you can use this system to cancel any of these appointments. At the present time, it is perhaps the most efficient way to cancel your appointment as you do not need to call the surgery and cancellations can be made 24/7. Under this system you can also request any repeat medication, thus saving you a trip to the surgery.

This system also allows you to review your summary record, summary patient record and view test results. If you use the Walsingham Surgery you may not automatically have access to these latter records but just call the Fakenham Surgery and they will connect you to these services.

## NHS App

The last *Surgery Notes* referred to the new NHS App which was launched on 15 April. It can be used on your computer, tablet or smartphone. It allows you to access parts of your medical record, view test results, book/cancel appointments and order repeat prescriptions. Some of you have



**The NHS App lets you book GP appointments, order repeat prescriptions and access a range of other healthcare services.**

been to reception to register and connect to the app. While internet publicity indicates that it is operational this is not yet the case for parts of our area, which is the reason why some of you will have blank screens. The deadline for NHS full implementation is 1 September. The Practice will provide training on installing and using this app after that date. You will need to register to use the app so please speak to a patient co-ordinator when next in the Practice.

## Online consultations

NHS England is supporting practices across North Norfolk to offer patients alternative ways to have a consultation with a GP or other practice-based health professional online via the internet, rather than waiting for the next available appointment to attend in person. This is

referred to as 'online consultation'.

Online consultations are a way for you to contact the Practice without having to wait on the phone or take time out to come into the Practice. You can contact the Practice about a new or an ongoing issue. You can ask questions or tell your GP about your symptoms. The Practice will ensure your contact is dealt with by the right person, helping to ensure that you are served as quickly and appropriately as possible. Sometimes this will mean you will need a phone call with the GP or nurse, or an appointment at the Practice and this will be arranged as usual.

The commencement date for this new service has yet to be confirmed but you will be notified as soon as it goes live in the Practice.

Practices that are using 'online consultations' have found a number of benefits:

- Patients were able to get a quicker response, rather than waiting for an appointment in person
- It is more convenient as patients do not have to travel to their GP practice or wait for the next available appointment.
- GPs were able to provide more appointments for patients, offering the same level of consultation, diagnosis and necessary actions (such as referral or a prescription) as patients would get in a face-to-face appointment.

## Practice opening hours

Please be aware that the Fakenham Medical Practice and Walsingham Branch Surgery open five minutes before the first appointment of the day.

You may notice individuals already inside the Fakenham buildings but they are staff and certain patients who have pre-booked appointments under the extended hours initiative. The doors will not open before this time.



## Thank you

Healthwatch Norfolk recently visited the Practice and as part of their visit met with some of you. Thanks to all of you who agreed to meet with the Healthwatch team.