

# Pinehill Surgery



## Newsletter

### Summer 2024



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#### **A note from the Practice Manager**

Welcome to the latest edition of the brand new Pinehill Surgery Newsletter!

This edition of the newsletter features some tips and tricks on staying safe in the warmer weather, as well as links to Parkruns, NHS Health Check information and much more...

As always, thank you all for your kind donations to our foodbank, we are still collecting and would like to remind everyone that this will be available all year round. We have made several more trips with very full cars to the foodbank and I know that that everyone here is overwhelmed by the generosity of all our patients!

If there is something that you would like to see in the next newsletter, please send your thoughts to Zoe Armstrong at [hiowicb-hsi.pinehillsurgery@nhs.net](mailto:hiowicb-hsi.pinehillsurgery@nhs.net)

## **Thank you for respecting our team**

Our team members arrive each day ready to help and support our patients. We know that at times, appointment availability is challenging, but our team will always try to find the best option for you. We cannot offer an appointment on the day if your problem is not urgent. We have worked hard to try and balance patient needs with the availability of appointments, and while we may not always get this right, our staff will do their best to try and accommodate your needs.

We appreciate your patience with our team. While our team are working hard, we really appreciate your kindness and patience as this makes a difficult job easier.

We know that when you're feeling unwell, it's frustrating not being able to get an appointment at the time you would like it. Our team work very hard to manage the appointments we do have so that the most unwell patients can be seen quickly. This does mean that sometimes you will need to wait for an appointment if your condition is not urgent. If your condition changes, then do please contact the surgery to keep us informed.

We'd like to thank you for being polite to the members of our practice team. Our staff have feelings too, and your thoughtfulness and consideration when speaking to our staff members is appreciated.

## **Booking an appointment**

If you would like an urgent appointment, please complete an eConsult on our website. These are available from 08:30 til 15:30 Monday to Friday. Should you require this service outside of these hours, or are unable to access the form, please call our reception team, on 01420 477968, who will be able to complete one of these forms on your behalf.



## **Parkruns**

Parkruns are inclusive events that aim to put friendly, regular activity on the list. Run by groups of volunteers, Parkruns are held all over the UK at weekends. You can volunteer to be part of the support team if you don't wish to run. You can find out more about where you can join a parkrun event below. Whether you're looking for a full 5k run, a junior event or you'd like to be part of the friendly support crew, there's bound to be an event for you!

<https://www.parkrun.org.uk/>

<https://www.parkrun.org.uk/events/events>



## **NHS Health Checks**

If you're aged between 40 and 74, you may be eligible for a FREE NHS health check to help you understand your risk of some long-term health conditions such as diabetes and heart disease. We have contacted eligible patients to invite them to book in for this check using a self book link. For more information please go to the following link

<https://www.nhs.uk/conditions/nhs-health-check/>



## **Accessing Children / Young Persons medical records**

Parent(s)/Guardian(s) generally need to be provided with information about their child's problems and treatment in order to adequately support and care for them. However, from the age of 13 we have a duty to get consent from the child as to who they want to share their information with – this is part of the Common Law Duty of Confidentiality which applies to everyone, even children. If the child or young person needs a referral and/or treatment the parent(s)/guardian(s) will usually be involved, although consent from the child or young person will be sought and that consent must be recorded on the clinical record.

From the age of 16 the young person is considered to be an adult and make their own decisions.

If a child or young person would like for their parent(s)/guardian(s) to have access to their records, we can provide you with a consent form that they can complete and return to the surgery. We will need a separate form for each parent(s)/guardian(s) that is to be granted access to the records.

Whilst we fully appreciate that this may be frustrating for parent(s)/guardian(s), we do have a duty of care to ensure that the confidentiality of all our patients is upheld and that their rights are respected, and we thank you for your understanding.

## Staying safe in the warmer weather - Skin cancer awareness

There are several forms of skin cancer. You should be aware of the symptoms so that you're aware of any concerning changes in your skin or moles.

Asymmetry, Border, Colour, Diameter, Elevation, Firm, Growing are the words we use to describe moles we should be concerned about. To help, Skcin (please see link below) have developed an app that will help you understand your risk of skin cancer. It will also help you monitor and assess any lesions.

<https://www.macmillan.org.uk/cancer-awareness/skin-cancer-awareness-month>

<https://www.melanomauk.org.uk/the-abcde-rule>

<https://www.skcin.org/>

UK Health Security Agency

**HOT WEATHER**

### Going out in the sun?

**Stay well in hot weather**  
by drinking plenty of fluids, staying in the shade when the sun is strongest (11am-3pm) and limiting strenuous physical activity during the hottest part of the day.

UK Health Security Agency

**HOT WEATHER**

## The direct and indirect effects of hot weather

**Increasing temperatures in excess of 25°C** are associated with severe illness and excess heat-related deaths in vulnerable people. **Higher temperatures** can affect your health in different ways.

**Direct effects**

- dehydration
- heat cramps
- heat rash
- dizziness and fainting
- heat exhaustion
- heart attacks
- heatstroke
- increased risk of lung illnesses and other diseases

**Indirect effects**

- **Increased demand** on healthcare services
- **Power outages**, affecting homes and healthcare services
- **Wildfires**, and by association smoke inhalation

## Antidepressant and antipsychotics and heat

Did you know you are more prone to overheating and dehydration if you take antidepressants or antipsychotics?

Please stay safe in the heat by following this advice

- 1 Keep as cool as possible and drink plenty of water
- 2 Use a high factor sun cream and avoid direct sunlight
- 3 Wear loose clothing
- 4 Avoid strenuous activity
- 5 Avoid alcohol
- 6 If struggling DO NOT STOP medication without consulting your GP or specialist

## **Are you a Veteran of the UK Armed Forces**

Pinehill Surgery is extremely proud to share that we are an accredited Veteran-Friendly practice. Over the next few months we are going to be sending out messages to all of our patients to ensure that we have an accurate list of all of our veterans. This is to ensure that we are meeting your needs appropriately as per the Patient Charter below. If you would like more information about what we are doing for our veterans, please see the Veterans page on our website: <https://www.pinehillsurgery.co.uk/practice-information/veterans/>



### **Patient charter: our commitment to you as a veteran of the UK Armed Forces**

**The NHS is here to help improve your health and wellbeing and keep you mentally and physically well. It is also here to help you get better when you are ill and, when you cannot fully recover, to stay as well as you can until the end of your life.**

**This means that you can expect the following from our practice:**

- We will ask all patients if they have served in the UK Armed Forces (as a regular or reservist). If you have, we will note this in your medical record, with your permission.
- We will ask you to share details of your time in service to help us to assess the best support and treatment for you.
- The information you share will be kept confidential and we will always speak to you before sharing this with other services you may be referred to.
- You can make an appointment to see our clinical lead for veteran's health. This person has a comprehensive understanding of the Armed Forces, health conditions linked to service, and the dedicated support you can access.
- The NHS has a duty to support the health commitments of the Armed Forces Covenant. This means that you will get priority treatment for any medical condition which has been caused by your service, subject to the clinical needs of other patients.
- We will let you know what choices are available for your care and treatment and help you to make informed decisions on what to do.
- Where appropriate and with your consent, we can refer you to dedicated veterans health services.
- If you need to be seen by another service, we will let them know you're a veteran and make sure they have an understanding of your health and wellbeing needs, so you don't have to keep repeating your 'personal story'.
- We can give advice and support to your loved ones who may be affected by your health conditions.
- We will investigate any issues and complaints that you may have about your care. If you have any concerns about the services we offer, please speak to one of the practice team.

**To find out more, please speak to our practice manager or one of our GPs or nurses.**

If you would like to provide feedback on how we are performing as a veteran friendly GP practice, please let a member of our staff know or you can send your comments to the Royal College of General Practitioners at [Veterans@rcgp.org.uk](mailto:Veterans@rcgp.org.uk)

For information on health services for the Armed Forces community, please visit the NHS website at [www.nhs.uk/armedforceshealth](http://www.nhs.uk/armedforceshealth)  [Twitter @NHSArmedForces](https://twitter.com/NHSArmedForces)