



February 2020 Newsletter

Everyday questions
about your health



The answer is NHS inform

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0800 22 44 88



NHS
inform
Health information you can trust

Welcome to this month's Newsletter.

As the winter months progress, we have seen a **sharp rise in the number of patients visiting us with sore throats** and cold symptoms.

There are a number of ways you can treat a **sore throat**. **You can visit your Pharmacist who will be able to see you with no appointment necessary.**

Sore throats are very common and usually nothing to worry about. They normally get better within a week.

Most are caused by minor illnesses such as colds or flu and can be treated at home.

Treatments for a sore throat

The following measures can often help soothe a sore throat:

- take **ibuprofen** or **paracetamol** (note that children under 16 should never take **aspirin**)
- drink plenty of cool or warm fluids, and avoid very hot drinks
- eat cool, soft foods
- avoid smoking and smoky places
- gargle with a homemade mouthwash of warm, salty water
- suck lozenges, hard sweets, ice cubes or ice lollies – but don't give young children anything small and hard to suck because of the risk of choking

Antibiotics aren't usually prescribed for a sore throat, even if it's caused by a bacterial infection, as they're unlikely to make you feel better any quicker and they can have unpleasant **side effects**.

West Lothian
Health & Social Care Partnership
westlothianhsc.org.uk



Children's Physiotherapy Drop-in Clinic

Physiotherapists support children and young people who have difficulty with movement that impact on physical development, activity in play, learning and socialising.

Are you worried about your child having:

- On-going aches and pains and injuries
- Walking difficulties
- Balance problems
- Not achieving their milestones e.g. rolling over, sitting up, not walking yet.

Our drop-in clinic is the **LAST Thursday** of every month. Please come along to see a physiotherapist to discuss your concerns.
Physiotherapy Department, St John's Hospital, Livingston.
01506 522068
9.30am – 11.30am

5-A-SIDE FOOTBALL

EVERY SUNDAY
BEHIND YOUR MIND
GROUP

Open to
Men and woman
All skill levels

At craigshill
sports
centre
7pm to 8pm

MACMILLAN @ WEST LoTHIAN

**WILL BE AVAILABLE 9AM - 12PM
AT CRAIGSHILL HEALTH CENTRE
ON THE FOLLOWING DATES**

**4TH FEBRUARY
3RD MARCH
7TH APRIL
5TH MAY**

**THEN THE FIRST TUESDAY
OF EVERY MONTH**

Finding out that you or someone close to you has cancer can be a difficult and confusing time. There's bound to be a lot on your mind, and you may find it helpful to talk with someone who understands what you are going through. That's why we're here to help support you so you don't have to face it alone. Our drop in service provides a safe and welcoming space for you to talk about how you are feeling and any worries you might have.

Who we are

Our highly trained volunteers/staff will be here to listen to any worries and concerns and offer free confidential support and information – whether you have been diagnosed with cancer, or are a family member or carer. We can also point you in the direction of other sources of support where needed.

How we can help

We are able to provide:

Time to listen and talk in a comfortable, friendly environment

Leaflets and booklets on all aspects of living with and beyond cancer

Support to access reliable cancer information

Access to the internet

We can also offer

Support to access practical help such as transport to hospital, help at home and travel insurance

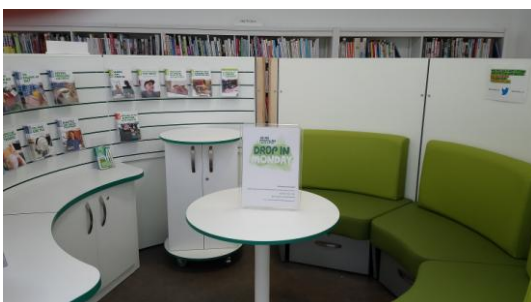
Referral to other available support services

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Advice about benefits

We know that living with cancer can bring extra expenses such as paying for travel to hospital or higher than normal fuel bills. We have a dedicated benefit teams we can refer you to who can advise on what help is available, including concessionary travel and Macmillan grants.

MacmillanWestLothian@westlothian.gov.uk or
telephone 01506 283053





Referral to hospital A guide to referral and waiting times

This information sheet tells you about what happens when your doctor makes a hospital referral for you. It covers waiting times, changing appointments and who to contact for more information.

Making a referral

If the doctor is referring you to hospital, she or he will contact the relevant hospital department shortly after they have seen you. At this point, it is really important to make sure that the practice has your current address and phone number, so that we can pass on the correct details to the hospital.

From this point onwards, the hospital will be dealing directly with you, usually by letter. Make sure you ask your doctor which department and which hospital you are being referred to in case you need to get in touch with them later on.

Waiting times

The hospital department will try to make your waiting time as short as possible. The length of time you have to wait will depend on your condition and the level of demand for the service.

You should receive an appointment letter or a letter asking you to phone for an appointment within 16 weeks of being referred. Unfortunately, many hospital departments are experiencing high levels of demand which makes it difficult for them to see people within 16 weeks.

They will send you an appointment as soon as they can. Most people start treatment within 18 weeks of the initial referral.

Your appointment

You should be given seven days notice of your appointment.

What to do if you can't make your appointment or have a query

Please contact the department, using the phone number on your appointment letter, as soon as you can. Then they can give your appointment to someone else and agree a more suitable time with you.

Turning down appointments

Please remember that if you turn down two reasonable offers of appointment, the hospital may send you back to your GP and your waiting time will start again.

Going on holiday?

If you are waiting to hear about an appointment and you are about to go on holiday, please let the hospital know when you will be away. This allows them to make sure they don't send you an appointment for while you are on holiday. Again, use the contact details on your appointment letter.

Test / Scan Results

These results are received and interpreted by the hospital doctor who ordered the test. Queries about hospital investigations should be directed to the Consultant secretaries at the hospital.

Worried about how to get to your appointment?

If you need more information about anything to do with your appointment—for example, how to find the department, transport, access—please phone the hospital using the phone number in your appointment letter.

What to do if the hospital doesn't get in touch after 16 to 18 weeks

You can phone the hospital department concerned to see what's happening with your referral. Here are some useful contact numbers:

- Eye Pavilion — 0131 536 3920
- Lauriston Buildings — 0131 536 1000
- Roodlands Hospital — 0131 536 8300
- Royal Hospital for Sick Children — 131 536 0000
- Royal Infirmary, Little France — 0131 536 1000
- St John's, Livingston — 01506 523 000
- Western General Hospital — 0131 537 1000.

These are general switchboard numbers so you will need to tell the operator which department you were referred to, for example, orthopaedics, urology, cardiology etc.

Please avoid making an appointment with your GP about your referral unless your condition changes. Our reception staff can deal with queries but it is normally best to enquire about the progress of your referral with the hospital department directly.

How to make a comment, suggestion or complaint

We welcome all feedback on patients' experiences of our services and use it to drive improvements. You can give your feedback to us at the surgery or use our Patient Experience Service.

If you would like to make a complaint about the service that you have received, please contact the NHS Lothian Patient Experience Team. You can do this via a number of routes, including:

- In writing
- By telephone
- By email
- Face to face

Contact us at:

Waverley Gate, 2-4 Waterloo Place
Edinburgh EH1 3EG
Telephone: 0131 536 3370
Email: feedback@nhslothian.scot.nhs.uk

Thank you very much.



Physiotherapy in Craigshill Health Centre

We have a **Physio** who works in the practice every **Tuesday** and **Thursday**.

The Physio sees patients who have **pain with muscles and joints instead of the GP**. This is to provide our patients with the right provider.

You can book appointments up to **two weeks in advance** with the Physio.

The Physio can also arrange your **Fit Notes** and **prescriptions**. There is no need to see the GP for these symptoms.

If you have a cough, or fever, or shortness of breath and have been to any of these places in the last 14 days:

- China
- Republic of Korea
- Singapore
- Thailand
- Hong Kong
- Malaysia
- Japan
- Taiwan
- Macau

Stay indoors and phone your GP or NHS 24 (111) for advice

If you have been to Wuhan, or Hubei Province, China in the last 14 days ...

Stay indoors and call the helpline on 0800 028 2816

even if you do not have symptoms



Community Notice Board



PLEASE BOOK YOUR PLACE FOR ANY TRIPS/EVENTS WHEN SIGNING IN FOR YOUR CLUBS OR BY CALLING US ON 01506 442093.

TUESDAY 11TH FEBRUARY – FRIENDSHIP DAY
LUNCH £5.50 **Three**
course lunch and some fun to celebrate friendship. Why not treat a friend to lunch and introduce them to CGNN? Everyone is welcome. Must be booked by COB on Thursday 6th February.

MONDAY 17TH FEBRUARY – BE YOUR OWN HERO

MORE INFO TO FOLLOW

FRIDAY 28TH FEBRUARY – VOLUNTEER CELEBRATION EVENT – MORE INFO TO FOLLOW

TUESDAY 17TH MARCH – ST PATRICK'S DAY
LUNCH - £5,50
Three course lunch and entertainment from Pure Malt. Another new act for CGNN so come along and join the fun. Must be booked by COB on Thursday 12th March.

SATURDAY 4TH APRIL – EASTER CRAFT FAYRE
Lots of lovely goodies on sale so come along and have a look. Tables for hire at £10.00 plus a donation to the Easter hamper.

TUESDAY 7TH APRIL – EASTER LUNCH £5.50
Three course lunch and some Easter fun. Must be booked by COB on Thursday 2nd April.

Advice Shop IT Buddy Service

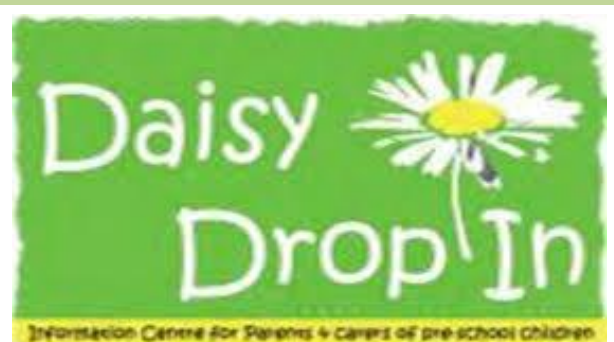
**Need help
with getting
on line and
using IT?**



Why not arrange an appointment with our friendly and knowledgeable IT Buddy?

An IT Buddy is available in Almondbank Library on Thursday mornings

Contact Almondbank Library on 01506 283133 to book at appointment or for more information



Drop In Free Play: Monday to Friday 9am – 12noon

Messy Play: Monday to Thursday, 1pm – 3pm

New Mum's Group (also for expectant mums):
Mondays from 9am

Baby Playgroup: Tuesdays 1pm – 3pm

Music and Rhythm: Fridays from 10:30am

Daisy Drop In, Almondbank Centre, Shiel Walk, Craigshill,
Livingston, EH54 5EH
Phone: **01506 238 998** | Email:
daisydropin@hotmail.co.uk