



KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER WINTER 2020

Our Newsletter can be viewed on our website www.kirkburtonhealthcentre.nhs.uk , or by email upon request.

STAFF CHANGES

We welcome the appointments of Dr Rebecca Schatzberger, Salaried GP and receptionists Heidi and Janet.

Practice Managers Julie Thornton and Julie Raper will be leaving the Practice. We wish them both happiness and success in their new roles.

We look forward to welcoming our new Practice Manager, Julie Lambe, to the team.



**Armed Forces Veteran
friendly accredited
GP practice**

We are proud to have been accredited as an Armed Forces Veteran friendly GP practice by the Royal College of General Practitioners, NHS Improvement and NHS England.

In order to achieve accreditation, our Practice had to meet specified criteria and provide evidence that we are supportive of Veterans' healthcare. Rachel France, Senior Nurse, is our clinical lead. Rachel said: "We are committed to improving the way we identify ex-service personnel and making sure that they receive the best possible treatment and support."

If you or an immediate family member has served in the Armed Forces, please let our Receptionists know.



Practice Manager Julie Thornton and Senior Nurse Rachel France

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – SEPTEMBER-NOVEMBER 2019



SEPTEMBER	135	8%
OCTOBER	149	9.7%
NOVEMBER	89	5%

GP appointment?
Can't make it?
Don't need it?

CANCEL IT!

Patients who fail to attend their appointments and do not inform us, incur significant cost to the Practice and to other patients in terms of lost appointments. **If you do not need your appointment, please text back to cancel, call 01484 602040 or email reception.kirkburtonhealthcentre@nhs.net.** Thank you.

THE NHS APP

The NHS App is a new, simple and secure way to access a range of NHS services on your smartphone or tablet.

The free app is available through the Apple App Store and Google Play.

The app can be used to:

- Book and cancel appointments*
- Securely view your medical records*
- Order repeat prescriptions*
- Check symptoms using the NHS A-Z symptom checker
- Register to be an organ donor
- Choose how the NHS uses your data

***You must already registered at the Practice to use these features**

To use the app fully, you will need to create a NHS account log-in. You can use the details the Practice gave you when you registered for on-line services. These are: account linkage key, Practice ODS code and account ID. If you do not have these details, please contact our Reception team, who will generate new information for you. Alternatively, you can register using one of the following documents:

- UK driving licence (full or provisional)
- Passport
- European driving licence (full)
- European national identity card

Once you're registered and up and running, the app is maintained and supported by the NHS. If you have any questions, you can contact <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>.



ARE YOU A CARER?

Carers are people who provide unpaid valuable help and support to a family member, friend or neighbour who cannot manage on their own due to illness, disability, or frailty. Many people do not even realise that they are a carer.

At Kirkburton Health Centre our Carers Champions, Adam and Clare, are key points of contact for information, and co-ordinate the registration of carers at the Practice.

We work closely with Carers Count, a Kirklees service, which provides information, support, training, advocacy and peer support for carers.

If you are a carer, who is not already on our carers register, please let us know. You can tell us by; speaking to reception; letting us know on our online feedback form or talking to your GP or Nurse.

STOP NOROVIRUS AND FLU SPREADING THIS WINTER

Norovirus and flu-like symptoms are currently circulating in our local community.

Norovirus, better known as 'winter vomiting bug', is a stomach bug that causes vomiting and diarrhoea. You may also have a temperature, aching body and headache. It can be very unpleasant, but usually goes away in two days. Drink plenty of fluids, such as water or soup to prevent dehydration. Take paracetamol to lower temperature and treat aches and pains, and get plenty of rest.

Flu symptoms can come on very quickly and include fever, exhaustion and aching body. Get plenty of rest and sleep and take paracetamol and ibuprofen for aches and pains. A pharmacist can give advice and recommend flu remedies. Be careful not to use flu remedies if you're taking paracetamol and ibuprofen tablets, as it is easy to take more than the recommended dose.

To reduce the risk of spreading norovirus and flu:

- Wash your hands often with warm water and soap
- Use tissues to trap germs when you cough or sneeze
- Bin used tissues as quickly as possible
- If you have norovirus, you must stay away from school or work, and not return until you have been symptom free for two consecutive days
- Avoid visiting people in hospitals or care homes until you are symptom free
- Do not share towels
- Wash clothes and bedding in a hot wash to kill viruses
- Flush away any poo or vomit in the toilet and clean the surrounding area with a bleach-based household cleaner.

