

## Winyates Health Centre On-Call Surgery At It's Busiest

### Is it an emergency?

- An emergency is any condition that has occurred in the last 24hrs or that has quickly deteriorated in the last 24hrs and can not wait to be seen until the following day.
- Due to time constraints, the on-call doctor will not be able to deal with ongoing problems you may have.
- The on-call doctor will only be able to deal with one emergency issue.
- Some conditions can be treated by a chemist, such as eye infections and skin problems
- ask your local pharmacist if they can help.



Ring 111 for free advice 24/7 or to be referred to out of hours

Visit the NHS Choices site for health information and services [www.nhs.uk](http://www.nhs.uk)



Speak to your local pharmacist regarding minor ailments and self care



### Healthcare Navigators—You may notice a change when you next ring to book an appointment

Healthcare Navigators, or HCN's, are trained members of the practice team who have been requested by the doctors to ask certain questions in order to ensure that you receive the most appropriate care from the right clinician at the right time.

It is not a case of the HCN's being nosey, and any information you give is strictly confidential.

**Thank you for your support.**

## New Prescribing Policies in Worcestershire

**As of 18th September 2017** there will be a restriction placed on access to certain medications, treatments, products and food items on prescription. These changes follow a decision made by the three Worcestershire Clinical Commissioning Groups in July this year where they agreed to no longer support a number of different items, specifically:

- **To restrict the prescription of treatments and medicines for short term, minor conditions**
- **To stop the prescription of all gluten-free foods**
- **To stop the prescription of soya milks, thickened infant formula, formula for lactose intolerance and all infant formula available as ready to use liquid**
- **To restrict the prescription of oral nutritional supplements.**

Mari Gay, Chief Operating Officer, said:

"After considering feedback from local people, national campaign groups and a review of clinical guidance we have decided to stop routinely funding certain medicines, treatments, products and food items on prescription. These items will be readily available in local supermarkets, pharmacies and health food stores. We are aware of the concern this may cause some people and this has been a very difficult decision to make. However, given the financial challenge that we face in Worcestershire we need to take action now so that we can continue to protect other NHS services in the future."

**For more information around the changes in policy, please visit:**  
[www.worcestershire.nhs.uk/prescribing](http://www.worcestershire.nhs.uk/prescribing)

### HAVE YOUR SAY....

Have you been happy with the service and care you have received from us? Please leave us a review by visiting:

<https://www.nhs.uk/services>

And search for 'Winyates'

### MEDICINES COMMISSIONING NEWS

In line with the CCG Commissioning Self-Care Policy, **hay fever** is a minor condition suitable for self-care that can be managed by patients themselves as described on NHS Choices website:

<https://www.nhs.uk/conditions/hay-fever>

GP's are no longer allowed to prescribe remedies that are available to buy over the counter. If treatment is needed, a wide range of medicines can be purchased from pharmacies, supermarkets and other stores without the need to speak to a doctor.



### How to avoid hay fever triggers

- Keep windows closed, especially between 7am—9am and 5pm—7pm
  - Avoid large grassy areas, woodland and car fumes
    - Wear wrap around sunglasses
- Wash your hands, face, hair, eyes and change your clothes when coming in from outside.
  - Try to stay indoors when the pollen count is high
- Use petroleum jelly inside your nostrils to block inhalation of pollen
  - Don't dry washing outdoors
    - Pollen air vents can be purchased for the car

### When should you see a GP?

- If you are experiencing wheezing, breathlessness or tightness of the chest
  - If you are pregnant or breastfeeding
- If your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

## GENERAL PRACTICE NEWSLETTER

### INSIDE STORY HEADLINE

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

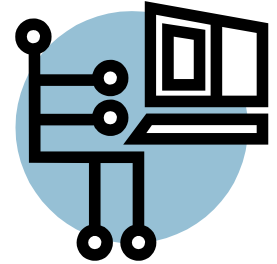
While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site.

Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you’re finished writing your newsletter, convert it to a Web site and post it.



*Caption describing picture or graphic.*

*“To catch the reader's attention, place an interesting sentence or quote from the story here.”*

### INSIDE STORY HEADLINE

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally, you might

comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new employees or top customers or vendors.

### INSIDE STORY HEADLINE

This story can fit 75-125 words.

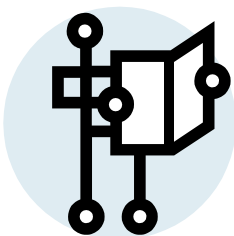
Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you’re trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes

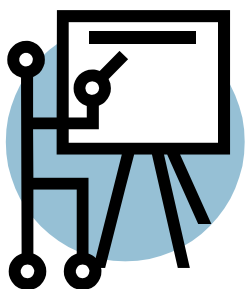
thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.



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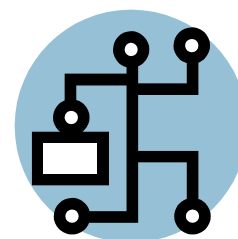
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# Organization

## WHITS

Primary Business Address  
Your Address Line 2  
Your Address Line 3  
Your Address Line 4  
Phone: 555-555-5555  
Fax: 555-555-5555  
E-mail: someone@example.com



This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.

Your business tag line here.

## BACK PAGE STORY HEADLINE

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

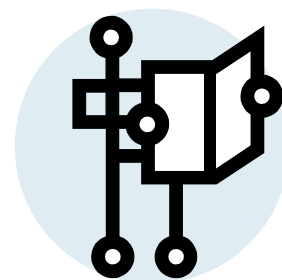
A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a good place to insert a clip art image or some other graphic.



*Caption describing picture or graphic.*