



212 Richmond Road, Kingston upon Thames, Surrey KT2 5HF

Appointments : 020 8546 3136

General Enquiries: 020 8546 0400 Fax: 020 8974 5771

www.stalbansmedicalcentre.co.uk

Welcome to the WINTER 2019 edition of the St Albans Medical Centre newsletter.

Should you have any comments or suggestions on how we could improve on our services, please send them to our Practice Manager.

Surgery is open between -7.30 am - 6 pm and Closed 12 - 1.30 pm
(Although the phones are not switched on until 8.00.am)

For general medical advice when surgery closed you can ring **111**

NHS Direct on 0845 4647

CONTENTS

- ◆ OVER THE COUNTER MEDICINE—CHANGES
- ◆ SEASONAL RECIPE
- ◆ STAYWELL
- ◆ PPG GROUP INFORMATION
- ◆ ARE YOU ON LINE?
- ◆ KEEPING WARM IN WINTER

PRESCRIBING OVER THE COUNTER

MEDICINES IS CHANGING

In line with NHS England's guidance on conditions for which over-the-counter items should not be routinely prescribed, SW London CCG's do not support routine prescribing of medicines available to purchase over the counter as treatments for self-limiting and minor health conditions where:

- ◆ Self care is the most appropriate route and
- ◆ Medicines and treatments are available to buy over the counter

Routine prescribing of treatments for the conditions shown below is no longer supported

PLEASE HELP THE NHS TO USE RESOURCES SENSIBLY

Your GP, nurse or pharmacist will not generally give you a prescription for certain

Acute sore throat	Infant Colic	Mouth Ulcers
Conjunctivitis	Infrequent cold sores of the lip	Nappy rash
Cough and colds and nasal congestion	Infrequent constipation	Oral thrush
Cradle cap (Seborrhoeic dermatitis—Infants)	Infrequent migraine	Prevention of tooth decay
Dandruff	Insect bites and stings	Ringworm / Athletes foot
Diarrhoea (adults)	Mild Acne	Sun protection
Dry eyes / sore tired eyes	Mild cystitis	Sunburn due to excessive sun exposure
Earwax	Mild dry skin	Teething / mild toothache
Excessive sweating (hyperhidrosis)	Mild irritant dermatitis	Threadworms
Haemorrhoids	Mild to moderate hay fever / seasonal rhinitis	Travel sickness
Head Lice	Minor burns and scalds	Warts and Verrucae
Indigestion and Heartburn	Minor conditions associated with pain, discomfort and / or fever (e.g. aches and sprains, headache, period pain, back pain)	

medicines that are available to buy in a pharmacy or local shops, even if you qualify for free prescriptions. This applies to treatments for minor health conditions. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health conditions and if your symptoms suggest its more serious, they'll ensure you get the care you need.

WINTER RECIPE



Ingredients

- 4 Medium Baked Potatoes
- 2 tbsp. olive oil
- 25g butter
- 1 large onion, finely sliced
- 6 slices smoked streaky bacon, chopped
- 2 tbsp. double cream
- 200g mixed good melting cheese such as gruyere or reblochon
- Chopped parsley to serve

SATAY SWEET POTATO CURRY

Method

1. Heat oven 200C/180C fan /gas mark 6. Prick the potatoes all over with a fork, then rub with half the oil, some sea salt and black pepper. Arrange on a baking tray and bake in the oven for about 1 hr 15 mins, until their skins are crispy and they are completely tender when prodded.
2. Meanwhile, heat the remaining oil and half the butter in a frying pan. Add the onion and gently cook for 15-20 mins until softened and golden. Remove from the pan and set aside. Add the chopped bacon and fry until just crisp. Remove using a slotted spoon and place on kitchen paper.
3. Halve each potato lengthways (watch out they will be hot), then scoop out most of the potato into a bowl leaving a potato skin shell with a thin layer of potato. In the bowl crush the potato with the remaining butter and double cream. Season with salt and pepper and fold through the onion, bacon, three quarters of the cheeses and half the parsley. Spoon back into the potato shells and top with the remaining cheese. Transfer to the baking tray and return to the oven for 10-15 mins, until melting and golden. Sprinkle with the remaining parsley and serve with a sharply dressed crisp salad, if you like.

STAYWELL

WHAT IS IT?

A new pilot service established in September 2018 to support Kingston's developing *social prescribing* framework (called Connected Kingston), and funded by the CCG as part of Kingston's Co-ordinated Care Programme.

WHAT ARE ITS AIMS?

- ♦ To work with referred individuals drawing on their strengths, interests and skills (assets) in order to identify goals to improve the person's quality of life and sense of well-being
- ♦ To currently work with individuals who are frail and frail elderly

Referrals can be made through your GP or you can self refer by downloading the referral form from **Staywell's website: www.staywellservices.org.uk**

If you are not sure how it works or have any questions then please speak to our receptionist **Tracy Branford** who is our Staywell "Champion" and will be able to answer any queries you may have.

PATIENT PARTICIPATION GROUP



To ensure that the Practice continues to provide patients with the best possible care we are still recruiting for new members for our Patient Participation Group. The Group is now more of a 'virtual' group, communicating by email, rather than meetings in the surgery, as we think this is easier for those patients who are unable to attend because of work commitments or family restraints. We do aim to have meetings may be twice a year as it is nice to meet up as a group periodically face to face. We want to obtain your ideas and suggestions, and at the heart of all this is the quality of patient care.

In the waiting room there is a notice board dedicated to PPG news and views. While patients await their appointment time it is possible that they observe things that they believe could be improved. We can't promise to accept every suggestion but we will aim to take on those that will enhance our services.

We recognise that not every appointment with your Doctor is an enjoyable experience, due to the very nature of your visit, but we promise to provide you with every care and assistance that is within our power. Through patient participation we believe that we can improve our service even further so please consider the contribution that you can make.

By having an active and growing Patient Participation Group that is suitably representative of our patients you will help ensure that the St Albans Medical Centre provides the very best in medical care.

Looking forward to your future participation.



HAVE YOU SIGNED UP FOR ONLINE SERVICES YET???

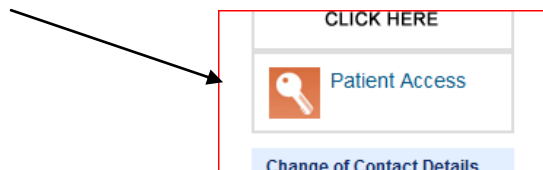
You can:

- ◆ Request prescriptions
- ◆ Book your appointments on line
- ◆ Access aspects of your medical records

In order to access our EMIS online services you will need to complete a form which you can get from reception and then a letter will be produced from your records with all the necessary information to enable you to register for the online services. **Please note that you will need to bring with you one form of ID.**

To get you started you will need to log into our website at **www.stalbansmedicalcentre.co.uk**. On the home page, left hand panel, you will need to click onto

You will then see the screen below




Patient Access

If you are interested in registering for our online services - repeat prescriptions, appointments and viewing aspects of your medical record, please ask reception for a registration form.

You will need to be aged 18 or over and provide 1 proof of ID, preferably a photo ID.

Once you have your online registration letter you can click on the image below to access these services.

 **Patient access** **Sign in to Patient Access**

[Share](#)

CLICK ON THE PATIENT ACCESS IMAGE AND YOU WILL BE TAKEN INTO THE REGISTRATION SCREEN WHERE YOU CAN REGISTER AND SIGN IN FOR OUR SERVICES.

Any problems please let us know.

Winter wrapped up



A guide to keeping warm
and well this winter

How to keep you and your home warm

Follow these tips to keep you and your family warm and well at home:

- if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- keep your bedroom at 18C all night if you can - and keep the bedroom window closed during the day you may prefer your living room to be slightly warmer than 18C
- if you're under 65, healthy and active, you can safely have your home cooler than 18C, if you're comfortable and draw curtains at dusk and keep doors closed to block out draughts, also get your heating system checked regularly by a qualified professional
- wear several layers of clothes rather than 1 chunky layer - clothes made from cotton, wool or fleecy fibres help to maintain body heat
- use a hot water bottle or electric blanket to keep warm in bed - but don't use both at the same time
- have at least 1 hot meal a day - eating regularly helps keep you warm; and make sure you have hot drinks regularly
- try not to sit still for more than an hour or so indoors - get up and stretch your legs
- stay active - even moderate exercise can help keep you warm
- wrap a scarf loosely around your mouth when outdoors - add a hat and wear shoes with a good grip, too
- if you have a heart or respiratory problem, stay indoors during very cold weather

Whilst we make every effort to offer a broad and effective service, we welcome constructive criticism, comments or suggestions.

CONFIDENTIALITY

The practice abides by the Data Protection Act 1998. Any information passed to the practice or held on paper format or on the computer is dealt with confidentially. Patients' notes may be photocopied if requested by a third party but only if we have written consent from the patient. From time to time Kingston Primary Care Trust or Primary Care Agency may require data; in this instance it is always anonymised. If you have any concerns please contact the practice manager.