



Welcome to the latest issue of our Practice Newsletter

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to receive on a quarterly basis. Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition.

You can send these to lfrana.lakhi@nhs.net.

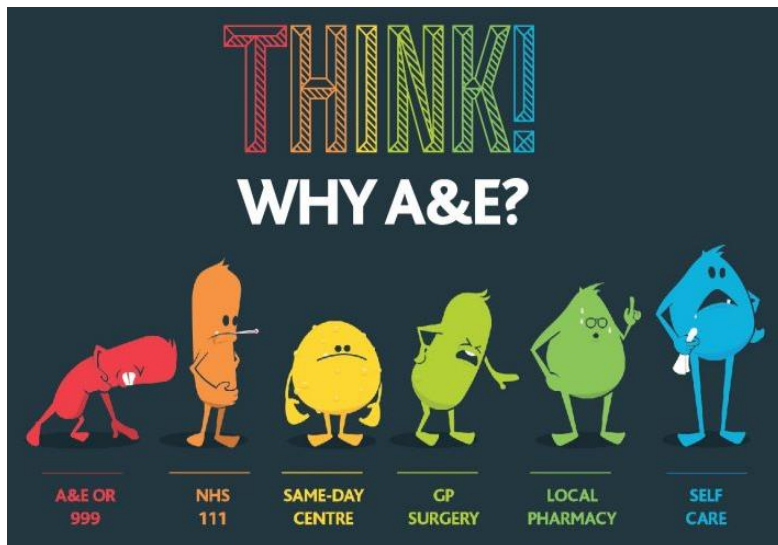
Care Navigation

We have trained staff to take on the role of care navigators. Our care navigators work with you to fully understand what your needs are and ensure that we help you efficiently.

Through specialist training, our team can offer more choice on who to see in the practice and help you get to the right health professional fast. Our care navigators never offer clinical advice or triage; this is about offering you the choice to see other more appropriate health professionals, often quicker and without the need to see the GP each time.

For example, we often get calls that can be dealt with by an optician, the pharmacist, or the nurse, that you may not be aware of if you haven't visited the practice in a while.

By working this way, it helps us to free up time for GPs to care for our patients with complex or serious health conditions and it means that you will find it easier to get a GP appointment when you need one.



Shifa Surgery website & social media:

Website: www.shifasurgery.co.uk



Instagram

Useful numbers:

Treatment room: 01254 283000

NHS Medical Helpline: 111

Accrington Minor Injuries Unit:

01254 7352288

Patient Participation Group

The practices Patient Participation Group currently meets quarterly. The aim is for patients to come together as a group and discuss issues, solutions and new ideas for the surgery. If you think you would like to become a part of the group, please ask to speak to Syeda in practice. We would be delighted to welcome new members from all walks of life. Please note though that the group is not a chance to come and discuss your own personal problems or own grievances with the surgery unless of course you think your issue could be affecting other patients too.



Appointments

The practice would like to highlight the number of appointments that patients have failed to attend in just 1 month without reason.

If you cannot make an appointment, please ring reception to cancel even if it is the same day, these appointments can be given to patients that desperately need them. An increasing number of patients are failing to cancel or attend for their appointments, resulting in wasted appointments. In response to this, we have introduced a DNA Policy and Shifa Surgery intends to fully implement its policy pertaining to non-attendance on a strict and consistent basis.

Online booking system/online triage

An online form is a quick and easy way of letting your GP surgery know what's wrong or raising a query or concern. This can help you get the right care when you need it.

The GP surgery's medical team will use the information you've provided to make sure you get the help that's right for you. This could be:

a face-to-face appointment, a phone call or video consultation, a short text or email message, for example to ask for further information.

Consultations by phone, video call or sending a short text or email message can be more flexible and often mean the doctor, nurse or another health professional can help you sooner.

Do not use an online form if your medical problem is urgent

Enhanced Health Checks

An Enhanced Health Check (EHC) is very similar to a standard **NHS Health Check** in that it aims to help improve an individual's health and wellbeing.

Everyone is at risk of developing some conditions and finding out about things that could be impacting on your health or health conditions that you did not know you had can be scary. However, the good news is these things can often be changed or prevented if they are found early enough. The purpose of the NHS Enhanced Health Check is to find things early so that we can make the right offer of support to you to help prevent things developing further.

The standard NHS Health Check can help you prevent heart disease, stroke, diabetes, kidney disease, and other conditions that we become more at risk of developing with age.

Enhance Health Check (those aged 40-74 with no known conditions), and who we believe would benefit from further screening and support, which is why they are being offered an EHC. This looks at all the above as well as further screening. Please contact the Practice if you would like to book in.

Over 75 Health checks

Shifa Surgery offers health checks for patients aged 75 and over – please contact the practice for more information or to book in.

PLT Dates:

16 November 2023
28 November 2023
20 February 2024



Clinician's Page – Dr. Bhayat & Nurse Sophie Harrison

Understanding the Common Cold and Flu: Symptoms, Home Management, and When to Seek Medical Advice – Dr. Bhayat

Introduction:

The common cold and influenza (flu) are two prevalent respiratory illnesses that can leave us feeling miserable. While they share some similarities, they are caused by different viruses and have distinct characteristics. In this article, we will explore what the common cold and flu are, their symptoms, how to manage them at home, and when it's crucial to seek medical advice. Our information is based on guidelines from the NHS website, a trusted source for healthcare information.

What are the Common Cold and Flu?

The common cold and flu are both contagious respiratory illnesses, but they are caused by different viruses. The common cold is typically caused by rhinoviruses, while the flu is caused by influenza viruses. These viruses enter your body through the nose, mouth, or eyes and can spread easily from person to person.

Common cold symptoms are often mild and include:

- Runny or stuffy nose
- Sneezing
- Sore throat
- Coughing
- Mild headache
- Fatigue or tiredness

These symptoms usually develop gradually and are less severe than those of the flu.

Symptoms of the Flu:

The flu tends to hit you harder and more suddenly than a cold. Common symptoms of the flu include:

- High fever (usually above 100.4°F or 38°C)
- Muscle aches and pains
- Chills
- Severe fatigue
- Headache
- Dry cough
- Sore throat
- Runny or stuffy nose

Managing the Common Cold and Flu at Home:

For both the common cold and flu, home care is often the best course of action. Here are some tips to help you manage these illnesses:

- **Rest:** Give your body the rest it needs to recover. Adequate rest helps your immune system fight off the virus.
- **Hydration:** Drink plenty of fluids, such as water, herbal teas, and broths, to stay hydrated and soothe a sore throat.



- **Over-the-Counter Medications:** Over-the-counter cold and flu remedies can help relieve symptoms. Consult with a pharmacist for suitable options.
- **Humidifier:** Using a humidifier can add moisture to the air, making it easier to breathe, especially if you have a stuffy nose.
- **Warm Salt Gargle:** A warm saltwater gargle can provide relief for a sore throat.
- **Avoiding Spread:** If you're sick, practice good hygiene by covering your mouth and nose when coughing or sneezing and washing your hands frequently.

When to Seek Medical Advice:

While most colds and flu can be managed at home, there are instances when medical attention is necessary:

- **Severe Symptoms:** If you have difficulty breathing, chest pain, confusion, severe vomiting, or a high, persistent fever, seek medical help immediately.
- **Prolonged Illness:** If your symptoms worsen or don't improve after a few days, consult a healthcare professional.
- **High-Risk Groups:** Certain individuals, such as young children, the elderly, pregnant women, and those with underlying health conditions, are at higher risk of complications. They should seek medical advice promptly.

Conclusion:

The common cold and flu can make us feel unwell, but with proper care and attention, we can manage the symptoms and recover. Rest, hydration, over-the-counter remedies, and good hygiene practices are key to a smoother recovery. However, if symptoms are severe or persist, don't hesitate to seek medical advice. Your health is a priority, and healthcare professionals are there to help you feel better. For more detailed information on the common cold and flu, visit the NHS website at

<https://www.nhs.uk/conditions/flu/>

The importance of Cervical Screening - Sophie Harrison GPN

Cervical screening (a smear test) is a test to check the health of the cervix and help to prevent cervical cancer, it is offered to women and people with a cervix aged 25 to 64 years old. Cervical screening is one of the best ways to protect yourself from cervical cancer. Cervical screening checks the health of your cervix and helps find any abnormal changes before they can turn into cancer. It's not a test for cancer, it's a test to help prevent cancer.

Cervical screening checks a sample of cells from your cervix for certain types of human papillomavirus (HPV). These types of HPV can cause abnormal changes to the cells in your cervix and are called "high risk" types of HPV. If high risk types of HPV are found during screening, the sample of cells is also checked for abnormal cell changes. If abnormal cells are found, they can be treated so they do not get a chance to turn into cervical cancer.

It is your choice if you want to go for cervical screening, but cervical screening is one of the best ways to protect you from cervical cancer.

For further information on Cervical screening please use the following website:

[Cervical screening: leaflet for women considering screening - GOV.UK \(www.gov.uk\)](https://www.gov.uk). On this website you will find information in various languages.

For more information, or to book in for your cervical screening test/see if you are eligible for screening, please contact the surgery and book in to speak to one of our practice nurses.