

The Surgery Newsletter

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AN OPEN LETTER FROM DR MILNER WHO WILL BE LEAVING THE PRACTICE IN JULY AFTER 25 YEARS AT LEE ROAD

It is with a mixture of sadness and excitement that I have to tell you that I will be leaving Lee Road on 12th July after 25 years at the practice. I have loved my time here but my sons have now grown up and I feel it is time for me to explore new avenues in my career. I will be continuing in my various medical education roles, including remaining as one of the Programme Directors for GP training in Lewisham but I also hope to do some more international volunteering work.

Over the years I have been the GP Trainer for ten GP trainees at Lee Road. It has been very rewarding to see them develop their confidence and skills, and of how supportive our patients have been to them in their training years. I am very proud that four of the current doctors at Lee Road were GP trainees with us. I will miss being a GP Trainer, but am pleased that Dr Paul Adams has qualified as a Trainer and will take over this role so that Lee Road can continue as a training practice.

I will miss being part of the Lee Road Team. Over the years I have had the privilege of working with what I consider to be the best receptionists, managers, and secretaries that anybody could wish for and I thank them for their loyalty and support. The support and contributions of the clinic team have also been invaluable to me and something for which I will always be grateful.

My immediate objective is to complete the Diploma in Disaster and Catastrophe Medicine that I have started this year and further developing my medical educational role.

I have had the privilege of meeting some amazing patients over the years from whom I have learnt a lot both clinically and about life in general. I have enjoyed being able to have the continuity of care with so many patients and families and being with them through the highs and lows on their various medical journeys. It is what I feel makes being a GP such a rewarding career. I will genuinely miss you all.

Dr Penny Milner

HAY FEVER

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Symptoms of hay fever include, sneezing and coughing; a runny or blocked nose; itchy red or watery eyes; itchy throat, mouth, nose and ears; loss of smell; pain around your temples and forehead; headache; earache; feeling tired and if you suffer with asthma you may also have a tight feeling in your chest; be short of breath and wheeze and cough. Hay fever can last for weeks or months, unlike a cold which usually goes away after 1 to 2 weeks.

How to treat hay fever yourself: There's currently no cure for hay fever and you can't prevent it. But you can do things to ease your symptoms when the pollen count is high.

DO put Vaseline around your nostrils to trap pollen; wear wraparound sunglasses to stop pollen getting into your eyes; shower and change your clothes after you've been outside; stay indoors whenever possible; keep windows and doors shut as much as possible; vacuum regularly and dust with a damp cloth; buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter.

DON'T cut grass or walk on grass; spend too much time outside; keep fresh flowers in the house; smoke or be around smoke - it make your symptoms worse; dry clothes outside - they can catch pollen; let pets into the house if possible - they can carry pollen indoors.

A pharmacist can help with hay fever Speak to your pharmacist if you have hay fever.

They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help. It is often cheaper to buy this medication over the counter from your pharmacy or supermarket.

See a GP IF: your symptoms don't improve after taking over the counter medicines from your pharmacy or if your symptoms are getting worse.

For hay fever and allergies, can you buy what you need?

For hay fever and allergies have you thought about talking to your pharmacist and buying what you need?

Prescribing readily available medication like antihistamines costs the NHS millions every year, adding unnecessary strain to local GPs and the NHS. Processing these prescriptions can cost 20 times the price of buying identical medication at your local pharmacy or supermarket.

Before you call a GP, talk to your pharmacist. You don't need an appointment and for most minor illnesses it's faster and easier.

If you take care of the little things, your NHS can keep taking care of you.



NEWS FROM THE SURGERY

DNA Rates (Did Not Attend) have risen with **1100 wasted appointments** in the last twelve months, in order to try to reduce the number of DNAs that are occurring we have introduced a new DNA POLICY which will result in the possible removal from the practice list for patients who repeatedly DNA.

We are aware that recently our appointment wait times have increased and we are trying to reduce these wait times and we appreciate your understanding whilst this is happening.

We have had two new faces join our reception team, they are Nikki and Rebecca, Nikki has worked in a similar role and joins us from a surgery in Welling, as has Rebecca who joins us from another surgery in Balham, we are confident that they will provide you with the excellent help and service that our current reception staff provide.

BANK HOLIDAY

AUGUST BANK HOLIDAY CLOSURE

The Surgery will be **CLOSED** for the August Bank Holiday

on the following date:

Monday 27th August 2018

Please make sure that we have received your repeat prescription requests by **Wednesday 22nd August** to ensure that they will be ready for collection before the bank holiday

The surgery opening hours are 8:00am to 6:30pm Monday to Friday (excluding bank holidays) with a duty doctor available during these hours. Should you require emergency medical treatment outside of these hours then please telephone our **out of hours service**:

SELDOC on 020 8693 9066

SUNSCREEN AND SUN SAFETY

Sunburn increases your risk of skin cancer. Sunburn doesn't just happen on holiday - you can burn in the UK, even when it's cloudy. There's no safe or healthy way to get a tan.

Some sun safety tips are to spend time in the shade between 11am - 3pm; make sure you never burn; cover up with suitable clothing and sunglasses; take extra care with children; use at least factor 15 sunscreen.

When buying sunscreen, the label should have: a sun protection factor (SPF) of at least 15 to protect against UVB; at least four-star UVA protection. Most sunscreens have a shelf life of two to three years so make sure it is no past its expiry date.

Most people don't apply enough sunscreen as a guide adults should aim to apply around two teaspoons of sunscreen if you're just covering your head, arms and neck and two tablespoons if you're covering your entire body while wearing a swimming costume.

Always reapply sunscreen straight after you've been in the water.