

# FLU SEASON

## IT'S THAT TIME OF YEAR AGAIN...



### Flu Vaccinations 2023

Flu is by no means just a heavy cold. Flu occurs every year, usually in the winter, which is why it is sometimes called seasonal flu. It's a highly infectious disease with symptoms that come on very quickly, so book now and protect yourself.

To book in for your vaccination please contact one of our friendly reception team or book online.

We're also supporting 2 and 3 year old children with their nasal flu vaccine - just call reception to book in.

### Practice News...

- We have recently been inspected by the CQC whom we welcomed into the practice in July 2023. The CQC (Care Quality Commission) are the independent regulator of health and adult social care in England, making sure health and social care services provide people with safe, effective, compassionate high quality care. We're extremely proud to announce that UEMP received a provisional **'Good'** rating, with particular comments made about the collaboration between staff and patients as well as great demonstration of working as one team.
- We're also really pleased to announce that Ellis Davidson, our Practice Nurse has recently completed her cervical smear and travel immunisations course. Well done Ellis for your hard work.
- A HUGE well done to dispenser Lucy Atkinson who completed the Great North Run on Sunday 10th September 2023, running to raise money for Great North Air Ambulance.
- A fond farewell to longstanding staff members Andrew Pearce (Practice Manager) and Russell Willett (Practice Nurse) who left the practice recently. We wish them every success for the future.
- We would like to welcome Doctor Matthew Gloudeman as a regular GP here at UEMP.
- Big congratulations to Sue Birkbeck on her recent promotion to Practice Manager. Sue has been with UEMP for a number of years and we wish her every success in her new role.
- A BIG congratulations to our receptionist Hannah on the birth of her beautiful baby girl.

## Collecting Prescriptions

We're always looking to support you as best we can so please **allow 3 working days** when ordering your medication, please remember that this does not include weekends or bank holidays.

We're able to hand out prescriptions from reception between the hours of **09:00am - 6:00pm**.

As you can imagine we want to provide the best possible service and allowing three working days gives us time should we need to order any medication into the practice.

Prescription order	Time for collection
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday



## Shingles Vaccines

### Changes to Shingles Vaccines...

Anyone who is severely immunosuppressed and over 50 years old will be able to get two doses of the **SHRINGRIX Vaccine** - currently the vaccine is only available to those age between 70 and 80.

From **1st September 2023** those turning 65 will also be able to get the vaccine after their birthday, in addition to those already aged 70 - 80. Patients will be contacted by their GP practice when they become eligible.

### Planning a trip abroad?

If you are planning on travelling abroad and feel that you may need any vaccinations, then please pick up a form from reception and Ellis will review this for you.

## Register for Online Services

From the 4th October 2023 most patients will be able to see all new notes and health records on their Online Access Record.

You can also use this service for ordering medication, booking appointments and viewing your on-line health record.

You can download the NHS App in the App Store or from a Web Browser.

You must be aged **13 or over** in order to access this.

Should you require any assistance in doing this then please contact our reception team who will be more than happy to help.

## HOW TO BOOK APPOINTMENTS...

We know that when you're unwell and you want to speak to a doctor, trying to make an appointment can be an inconvenience. With that in mind we wanted to remind you of the **THREE WAYS** that are in place for you to make an appointment:

### ONE:

For urgent and on the day appointments please call the reception at **8:30am** to be added to our triage list to speak to the duty Doctor or relevant Clinician who will initially complete a phone consultation with you and make a face to face appointment should this be needed.

### TWO:

For routine appointments or follow ups please complete an online consultation on our practice website [www.upperedenmedicalpractice.co.uk](http://www.upperedenmedicalpractice.co.uk). These will be reviewed within **48 hours** and one of our remote GP's or relevant clinician will call or text you.

### THREE:

You are also able to book your own face to face appointment with the GP, Nurse or relevant clinician using the NHS App.

If you require any assistance with any of the above then please contact our reception team who will be more than happy to help.

#### Doctors Working Days:

<b>Dr Tim Young</b> MBChB DRCOG	<b>Wednesday</b>
<b>Dr Davina Solomon</b> MBChB	<b>Thursday</b>
<b>Dr Sunday Ocharifu</b> <b>Dr Sarah Williams</b> MBChB	<b>Friday</b> <b>Monday, Tuesday &amp; Friday</b>
<b>Dr Mike Harrison</b> <b>Dr Louisa Belghazi</b> <b>Dr Emmanuel Agbarakwe</b> <b>Dr Matthew Gloudeman</b>	<b>Thursday &amp; Friday</b> <b>Wednesday</b> <b>Monday &amp; Friday</b> <b>Monday &amp; Tuesday (AM)</b>

## Join us for our Open Day...

We have an Open Day on **Tuesday 14th November 2023 from 13:00 - 17:00** for anyone wishing to meet the team and understand more about the local services that we offer. Visitors will have the opportunity to meet the team here at the UEMP and have a free health check.

Refreshments will be provided along with children's activities in order to keep our younger visitors entertained.

We look forward to seeing you there.

## Protected Learning Time

We will close at 1pm for necessary staff training on the following dates:

**15th November 2023**

**22nd February 2024**

## Suggestions or Complaints

As a Practice, we will continue to strive to provide a smooth and professional service to patients; as ever, if we fall short of your expectations, please do let us know in order that we can endeavour to rectify any short comings

## HORMONE REPLACEMENT THERAPY (HRT)...

We are currently sending online questionnaires to patients taking HRT who are due their annual review. The pharmacist or GP will then ring the patient to complete the medication review and answer any queries.

If you would like to discuss starting HRT please complete the online consultation form on our website. This appointment can be with a female clinician if you prefer.

### **Speak to your GP if:**

- you have menopausal symptoms that are troubling you
- you are experiencing symptoms of the menopause before 45 years of age

Your GP can usually confirm whether you are menopausal based on your symptoms, but a blood test to measure your hormone levels may be carried out if you are aged 40 to 45.

Blood tests may also be carried out to help diagnose suspected premature menopause if you are under 40 and have menopausal symptoms.

Common symptoms of the menopause include:

- anxiety
- changes in mood – such as low mood or irritability
- changes in skin conditions, including dryness or increase in oiliness and onset of adult acne
- difficulty sleeping – this may make you feel tired and irritable during the day
- discomfort during sex
- feelings of loss of self
- hair loss or thinning
- headaches or migraines
- hot flushes – short, sudden feelings of heat, usually in the face, neck and chest, which can make your skin red and sweaty
- increase in facial hair
- joint stiffness, aches and pains
- loss of self-confidence
- night sweats – hot flushes that occur at night
- palpitations – heartbeats that suddenly become more noticeable
- problems with memory, concentration and ‘brain fog’
- recurrent urinary tract infections (UTIs), such as cystitis
- reduced sex drive (libido)
- tinnitus
- vaginal dryness and pain

Menopause can also increase your risk of developing certain other problems, such as weak bones (osteoporosis) or cardiac disease.