

The Wycliffe Medical Practice News

August – September 2016



We have already started preparation for the delivery of our Flu Vaccinations for the 2016 season and would like to invite patients to book for their jabs now. You will be better protected against the Flu Virus if you have your vaccination early in the season – please do not wait until after Christmas even if you had your last flu vaccination in January 2016!

We will not routinely send you a letter inviting you to book so if you are eligible you should arrange your appointment as soon as possible.

We have a wide range of appointments available for eligible patients - please speak to our reception team at the desk or by phone now.

If you were born on or before 31 March 1952 you are automatically entitled to a free flu jab at your GP Practice. Also if you care for anyone who is elderly, frail or disabled who could not manage without your help, you can have a free flu jab regardless of your age.

Patients of any age who have heart, lung, kidney disease, diabetes or who have had a stroke can have a flu jab. Also patients with Asthma who require an inhaled steroid treatment, or have had a hospital admission due to asthma in the past can have a flu jab.

If you do have a long term health condition and think you may be eligible for a free NHS flu jab please ask our Reception Team.

PLEASE BOOK NOW

Share and Care Dementia Support Group



The Lutterworth Share and Care Group are currently offering a six week programme of support and activities for local residents affected by dementia and their carers. If there is sufficient interest the programme will continue on a regular basis.

The six week programme offers a pick and mix of activities – something to suit everyone including a day trip, gardening, arts and crafts, memory walks, exercise session and more!

Sessions are running now on Mondays, Wednesdays and Fridays mornings.

The Monday session is based in the medical Centre.
You can attend as many sessions as you wish each week.

Drop in sessions are also available from 2pm until 4pm to discuss any concerns or issues you may have with our dementia specialist team.

If you are interested in joining our friendly group we would love to hear from you.

Please contact Dr Jane Youell on 0753 819 5755 for further information

Home Visits by Nurses

We can arrange for the Community Nursing Team to visit patients requiring blood tests, INR monitoring and wound care who are housebound and also patients who are temporarily too ill to come in to the surgery. If you do have a home visit from the Nursing Team but then begin to get better, please arrange your appointments at the surgery again once you are able to come in.



Do you know what to do if you call us and there is a problem with our phone system and you cannot contact us?

Hopefully this will never happen, but if you do try to call us and we do not answer the phone or the line is out of order you can call **111** at any time for medical assistance.

PODIATRY SERVICE – NAIL CUTTING



If you or a relative use the Podiatry Service it is important that you know about the changes that are being made in the services available.

While we recognise that many people who use the service for nail cutting do so because they may struggle to cut their own nails, across the NHS we are facing huge financial challenges and so we have a duty to use these limited funds wisely.

The NHS in Leicestershire needs to ensure the podiatry services are being used by those patients who have a medical need and so they will no longer be able to accept patients for nail cutting who are not at risk from developing further health complications or who need monitoring for these.

If you are already attending the service for nail cutting and are classed as having normal nails then, at your next appointment, you will be given advice on self-care and how to access private care. The podiatry service is happy to show your carers or family members how to safely care for your nails. You will then be discharged from the service.

The podiatry service will continue to treat your nails if you have a recognised health need or there are significant risk factors that could put you in danger if you were to self-care. If you are a high risk diabetic patient or have been diagnosed with severe ischaemia the podiatry service will continue to provide nail care to you are more vulnerable to infection.



Ear Irrigation Update

Following many problems with the equipment we use for ear syringing (ear irrigation) we have been forced to review our policy on providing this service to patients.

We have two ear syringe machines, purchased in December 2015. Since purchase, both of these have failed on several occasions and have been replaced under the manufacturer's warranty. There are no alternative makes/models of machines on the market to carry out this procedure. We appreciate how frustrating it is for our patients when we have to cancel procedures due to faulty equipment and the repeated failure of these machines has forced us to consider whether we should persevere with ongoing replacements. Ear irrigation is not a core NHS service, which means we do not receive funding to provide this and it would be acceptable to our commissioners if we decided to no longer do so.

Some GP practices within Leicestershire and Rutland have decided to cease providing the service. Patients of these practices therefore have to access the service privately. We have checked locally and found that there are private providers at Rugby, Market Harborough and Hinckley, typically charging from £50 per ear.

After careful consideration we have decided to continue to provide this service for our patients and the replacement machines have now arrived. However, we do need to ensure that you are aware of the following points:

We have limited resources to provide this service and at times the wait for these appointments may be longer than our patients' would hope for. In these circumstances we do ask for your patience as it is not possible for us to divert resources away from other core NHS services. As always, our staff will try to accommodate you as quickly and conveniently as possible but we do ask that you are considerate of the limitations on us.

From time to time our machinery will need to be returned for repair - we will endeavour to always have one working machine on the premises but if this is not possible, you must appreciate that it is due to circumstances beyond our control.

We would also like to remind patients that they do need to soften the wax in their ears using warm oil for a minimum of one week before the procedure. It has also been found that a longer period of oil use prior to ear irrigation (2-3 weeks) is even more beneficial and we recommend that you try this. Please see our information leaflet for advice on treating your ears with oil.

During our recent gap in this service several patients who had previously relied on ear irrigation to clear wax in their ears reported that carrying on applying oil over a prolonged period (usually two weeks) had actually relieved the problem. Another point to note is that an occasional maintenance treatment of oil can be beneficial in the longer term. Please ask our Nursing Team for advice on this.