



Hay fever also known as seasonal allergic rhinitis affects one in four people in the UK and is mainly caused by grass pollen.

Hay fever /Allergic rhinitis is caused when the body makes allergic antibodies (IgE) to a substance such as pollen, house dust mites, all pets including birds, or moulds (these are known as allergens). In people sensitive to these allergens, exposure causes the release of chemicals from cells in the nasal passages, eyes or airways. This results in inflammation and irritation to the lining of the eyes, nose and throat.

Antihistamines

It reduce histamine production, the trigger in the initial symptoms of rhinitis. They are available as tablets (liquids are available for children) as well as antihistamine nasal sprays and eye drops. There are a large range of antihistamines; the recommended ones are mostly taken once daily and do not cause drowsiness in the majority of people. This form of treatment can be all that is needed if symptoms are mild. This is most effective for sneezing or an itching and runny nose, a blocked nose, or runny eyes. If the first antihistamine you try is not helping, switch to another.

The pharmacy can give you a wide range of choice and information about antihistamines.

If you suffer from Hay fever annually then you should start taking an antihistamine early before symptoms start to give the best effect.

- * If you think you have symptoms of hay fever then start taking an antihistamine regularly. You may need to try several.
- * Antihistamines are available to purchase in Pharmacies and Supermarkets there is a wide variety of choice and price range.
- * As a practice we are guided by the Somerset Self-Management NHS England Guidelines, (Leaflets are available in the Reception). The advice is that Antihistamines are more suitable for patients to buy themselves so therefore as a practice we do not prescribe Antihistamines for seasonal allergies.

GP Recruitment

It is becoming increasingly difficult to recruit GPs due to the current level of workload in general practice. We are still looking to recruit more GP's, nurses and a pharmacist. We understand that this can have an impact on appointment availability and getting answers to your queries as quickly as you would like. However, we would like to reassure you that we are doing all we can to resolve this and that any urgent problems or queries will always be dealt with on the day. We have a great team of nurses who can help with some clinical queries and of course our reception/admin team can help with many other issues.

HIGHBRIDGE HIGHLIGHTS

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The Practice Team

List of GP's and Nurses - Practice teams are often bigger than you think! In addition to the members of the clinical team (doctors and nurses), and the reception team on the front desk, there are many other team members working away behind the scenes looking after patients in different ways. Some of these roles include:-

- * Typing referral letters
- * Dealing with requests for repeat medication
- * Dealing with requests for medical reports
- * Processing letters from the hospital including scanning and coding the information onto medical records
- * Recalling patients for check-ups for things like asthma / diabetes etc.
- * Adding important clinical information for new patient notes

Staff News

This month we are excited to welcome Adam Willis to our team. He is an experienced Paramedic who will be assisting the Practice team in seeing minor illness patients. We welcome his varied skills and are looking forward to working with him to further expand and develop his role here at Highbridge Medical Centre.



Highbridge Medical Centre (Mission Statement)

Our Practice aims to treat, educate and empower our patients to lead a healthier life by providing high quality, evidence based healthcare.

We will achieve this through our appropriately trained, approachable and mutually supportive practice team.

Our business will be responsive, forward thinking, operationally and financially efficient and committed to staff development.



Patient Feedback

Patient feedback is so important to us as it can help us to plan our services. If you have feedback on any aspect of our services please feel free to use one of the following options to tell us:-

- Speak to reception - Complete a FFT questionnaire - Complete a comments card

Sometimes we understand that we have not met your expectations and you may feel it necessary to make a complaint. We have recently reviewed our complaints policy and a copy can be found on our website, or please ask for one at reception.

You said	We did
We had a number of comments expressing frustration that the checking-in machine often did not work and this caused a queue at the front desk.	We purchased and installed a new checking-in machine.
You told us you found booking an appointment for a blood test frustrating.	We changed the way the appointments for blood tests are booked.
50% of 122 patients said they would recommend our surgery to someone new to the area.	We have made the Friends and Family Test easier to complete in order to gather a wider view. We have installed a "tablet" in the waiting room which patients can use to complete the test as well as paper forms.
50% of 122 patients said they would recommend our surgery to someone new to the area.	Our Reception Team have extensive and ongoing training from the Clinical Team enabling appropriate booking, signposting patients to the appropriate Clinician within appropriate time frames.
You find it difficult to get through on the telephone early in the morning.	We ensure we have maximum cover on the telephone lines at peak times. The options on the phone system are designed to signpost patients to the relevant team depending on the call.
You said you didn't always fully understand what the next steps would be following your consultation with a clinician	We shared this information with the Clinical Team to raise their awareness of this concern. The Clinical Team will make sure that any further steps required are fully explained and understood.

Highbridge Medical Centre values the views of its patients and we encourage feedback at all times. We regularly review the results of surveys carried out and we would like to share with you the impact that your voice has had on the Practice in recent times.

Further details regarding your feedback can be found on our website www.highbridgemc.co.uk under "Survey Report"

Prescriptions

The processing of prescriptions plays an important role in the practice and takes up a considerable amount of time. One of the main reasons for this is the safety aspect of prescriptions. We need to make sure that all requests are appropriate and that there is no confusion over what prescriptions are being ordered. For this reason we do not accept prescription requests over the 'phone. We thank you for your cooperation with this policy, designed very much with your safety in mind.

Ordering your Prescription

At Highbridge Medical Centre we require that your prescriptions are to be ordered in writing each time you require them. You may do this a few different way, however due to patient a drug safety we are unable to take medication requests over the telephone.



- * Via the website - www.highbridgemc.co.uk
- * Dropping in your request to the surgery (including your name, address/DOB, the medication you require and where you would like them sent)
- * Via fax - 01278 795486
- * Via your local pharmacy (they deliver to use daily, so they can deliver your request as well if you drop it into them and ask for the request to be passed along for ordering)



Please allow 2 full working days for prescriptions to be collected from the surgery

OR

Please allow 3 full working days if collecting from a local pharmacy.

If you have asked us to post your prescription then once it has left the surgery this is out of our control, normally they arrive within the normal postal time frame however sometimes there can be delays. This is out of our control.

During busy periods i.e. (Bank Holidays, Easter, Christmas) we normally experience a very high volume of requests therefore you may find that your request takes slightly longer to process at the surgery or the chemist. This is not always the case, but please bare this in mind if you are going away around these times.