

# Arrival Medical Practice Newsletter

## Preparing for the Pollen Season

Hay fever is an allergic reaction to pollen – a fine powder released in the air by plants – usually when it comes into contact with your mouth, eyes and throat.

According to the NHS if you have hay fever you will probably find your symptoms are most troublesome between March and September.

What are the symptoms?

- \* Sneezing and coughing
- \* A runny or blocked nose
- \* Itch, red, watery eyes
- \* Itchy nose, mouth, throat and ears
- \* Headache
- \* Earache
- \* Tiredness
- \* Loss of smell

Hay fever treatments can be bought over the counter at most stores for as little as 89p. Antihistamines tablets help reduce the production of histamine, which can trigger your hay fever symptoms.



## Travelling with a Long Term Health Condition

If you take medicines it is important to check for any restrictions on them before you travel. There may be rules for taking your medication outside the UK or into the country you are visiting.

- \* Keep all medicines (including OTC) and medical equipment in their original packing with labels
- \* Carry your medicines in your hand luggage so it is not lost.
- \* You may need a letter from the GP depending on what medications you are taking and where you are visiting.
- \* Make sure that you have adequate supplies and that they are stored correctly.

## Travel Sickness Tips

Travel sickness (motion sickness) is when you feel/are sick while travelling by car, bus, boat, train or plane.

You can buy travel sickness tablets from a local pharmacy. The Pharmacist will advise on what is best to buy.

Some tips to follow:

- \* Keep your eyes on the horizon
- \* Distract yourself by listening to music
- \* Try not to read, watch films or use digital devices
- \* Open a window if possible
- \* Avoid looking at moving objects,



## Changes at Arrival Medical Practice

You may have all noticed a few new faces in the Practice. In March we lost Rosie (new job) Ruth (moved to Israel) and Bill who (finally) retired!

However lots of the same faces are still here and we are confident we can continue to be the same Arrival Practice that you all love



We welcome Dr Soni & Dr Troy who are the new GPs and who will be working alongside Dr Saweirs and Dr Adisa. We also have Pam who is the new Primary Care Prescriber and Mel who is the Health Care Assistant.

On Reception we have the lovely Sam (Tuesday), Lauren (Thursday) and Courtney (Friday) Please be gentle with them, even though they are experience receptionists they are still learning the way WE work.

### Emergency Appointments

As a small practice with only 1 GP on call per day we need to ensure we keep appointments free for that day so we can give them to patients who need to be seen that day as an emergency.

An emergency is a illness/condition that prevents you from going to work or school and you need to be available for anytime we can offer you that day. You as the patient or the parent need to make the decision on if it is an emergency and if you need to be seen that same day.



parent  
seen that

### Missed Appointments

In March 2019; 39 patients did not attend there appointment to see a GP and 40 appointments were missed to see the Nurse. Any appointment missed not only takes an appointment away from another patient who could of needed it but it wastes the Clinicians time. If you need an interpreter and we have booked one for you this is a cost that the NHS still has to pay.

It costs the Arrival Practice £32 for every appointment, therefore in March alone we had a cost of £2,528 from patients that did not attend their appointment.

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

### Medical Conditions/Illness Per Appointment Slot

We know that sometimes patients have more than one condition/illness that they would like to have treated, however the GP only has 15minutes per patient to treat any condition or illness. This includes taking the medical history, doing an examination, talking to the patient about the symptoms, maybe issuing a prescription.

Each appointment can only have **ONE** condition or illness that can be discussed.