



Welcome to the Lambert Medical Centre Newsletter.



News from the surgery:

DNA's

Throughout July we had a total of 83 missed appointments across the clinical teams. We would like to see this number reduce so more patients can be seen.

Please remember to cancel your appointment if you no longer need it.

Patient Feedback

Thank you for providing feedback following your appointment. Of the responses received during July over 96% rated the service they received as good or very good. We don't always get it right and we value all feedback so we can continually improve.

Telephones

In Mid-September we are having a new phone system installed in the surgery. As is often the case with new technology, we may well experience a few teething problems as we get used to it so, please bear with us.

The benefits to you will be:

- No engaged tone.

- The option to request a patient call back to save you hanging on the line waiting for us to answer. Your place is kept in the queue, and we will call you back when you reach first in the queue – the saves you waiting on the line.
- Enhanced Call reporting and analytical data to help us better manage our busy times.

Upcoming Vaccination Campaigns

- **Respiratory Syncytial Virus (RSV)**

RSV is a common cause of coughs and colds. It usually gets better by itself, but it can be serious for some babies and older adults.

RSV is spread in the air like other respiratory illnesses such as flu and covid.

There is a new vaccine available on the NHS to help protect against RSV and this is available to you if you are:

- Aged 75-79
- You are 28 weeks pregnant or more as the vaccine will protect your baby in the first few months after they are born. Please speak to your midwife about getting the vaccine.

If you are in the older eligible group ie 75-79 we will contact you when we have the vaccine available and we will invite you into the surgery for your vaccination. We hope this will be sometime during September.

- **Flu and Covid**

You can get the **flu** vaccine if you are:

- Aged 65 or over.
- Aged 6- 64 and have certain long-term health conditions.
- pregnant.
- Live in a care home
- The main carer for an older or disabled person or receive a carer's allowance.

You are eligible for a **Covid** vaccine if you are:

- Aged 65 or over.
- Aged 6- 64 and have certain long-term health conditions.
- Are resident in a care home for older adults

This year, in line with national guidance, we will be delivering Flu and Covid vaccinations later than in previous years. This is because research has shown that giving the vaccine later will give the best protection when the viruses are most widespread. Therefore, we will be holding our clinics towards the end of October.

Please be assured that we will have vaccines for you if you are eligible and we will be inviting you to the surgery when we have the vaccines available.

We aim to give flu and covid together wherever possible.

Long term condition reviews

If you have a long-term condition like Diabetes, Kidney problems or High Blood Pressure, it is essential that we see you annually to review your condition, we will normally send you an invitation in the month of your birthday.

We aim to review all long-term conditions every 12 months, with Diabetic patients being invited for an additional 6 monthly monitoring blood test. When it is time for your review, the practice team will be in touch about making an appointment.

At this appointment you will be asked questions about your general health by a nurse or Health Care Assistant, they will check your blood pressure, height and weight and a blood test will be performed (if required). Diabetic patients require an annual check of the pulses in their feet, which can be done at the same time as this check-up.

If you only have respiratory conditions like Asthma or COPD and are not on regular medication for other problems, you may only be required to complete an online questionnaire to check how well your condition is managed. A Clinician will review your answers and respond letting you know if you need to speak with our specially trained Practice Nurse, or one of the Pharmacists.

The aim is to make sure your condition is being controlled as well as possible and to identify any areas where we can make changes to help you. This might include changes to the type or dosage of medication and check any equipment you might use, such as inhalers, are working effectively.

A few weeks after this appointment, once all the results are back and have been reviewed by a clinician, you may be asked to speak with a Clinical Pharmacist, who will discuss your medication with you.

Please do respond to your invitation for your monitoring appointment. It is important we carry out these checks to ensure we keep you in the best health possible.

Enjoy the sun but remember the sun cream

Making sure you're using the correct sun cream for yourself and your children is important, as burns can cause long-lasting damage. If you're an adult, you should use at least SPF 30, and younger children and babies should use SPF 50. The SPF is the sun protection factor, so this indicates how much the sun cream protects you from UV rays. Your sun cream should also be UVA 4-star rated. You should also double-check that your sun cream hasn't expired, as that would prevent it from effectively protecting you from the

sun. <https://www.nivea.co.uk/advice/sun/how-to-apply-sunscreen#>

Sun cream should be applied when first going out in the sun, every few hours if you're dry, or every time you leave the water if you're at the pool or the beach. You should also cover up with clothing and take regular breaks in the shade. It's also important to remember that the sun does not determine whether you burn; the UV rating does. You should always check the UV rating before going outside, as you can still get burnt in cloudy weather. For more information on how to properly use sun cream, see the link below.

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

Psoriasis Action Month, 1st-31st August

Psoriasis is quite rare, but it can be difficult to deal with if you suffer from it. Signs of psoriasis can include red skin patches, dry skin, thick nails and stiffness. Psoriasis can be something you develop naturally or it can occur due to lifestyle choices, such as smoking or obesity. Psoriasis also increases your chance of developing diabetes, which is also difficult to manage and is usually a lifelong problem.

<https://www.psoriasis-association.org.uk/>

The causes of psoriasis are varied, but the condition itself entails the over-production of skin cells. This overproduction then leads to the visible patches on the skin. Often, psoriasis develops after a trigger, such as an injury or an infection. Often, Vitamin D cream is the first treatment offered to sufferers of psoriasis, so if you're concerned about psoriasis whilst waiting for a GP appointment, you could try increasing your Vitamin D

intake. <https://www.nhs.uk/conditions/psoriasis/>

Accessible information

[Easyhealth](#) is a website where you can find 'accessible' health information. 'Accessible' information is information that uses easy words with pictures. There are over 500 leaflets on Easyhealth, made by many different organisations.

Car parking at the surgery

We have limited parking at the surgery. We try to keep our spaces for staff and for patients whilst they attend their appointment.

Please bear in mind that we cannot guarantee there will be spaces when you attend the surgery.