

Lakeside Medical Centre Newsletter

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Special points of interest:

Did you know that you can request a telephone consultation if you have any queries you would like to discuss with a GP.

If you have a number of issues you would like to discuss with the doctor, please ask the receptionist to make a double appointment.

Please bring any samples in **before mid-day** to be collected by New Cross Hospital.

Inside this issue:

Welcome to our new GP	1
Patient feedback	1
Tips to relive hayfever	2
Free Health Check	2
Mental Health Services	2
Spring Fitness	3
Patient Tales	3
Word search Fun	3
Childrens Herbal Medicine	4
Stop smoking services	4
Coloring In Fun	4
Surgery Information	4

Welcome to our new GP - Dr Ghani

Dr Ghani joined us in March 2017. She has a special interest in joint injections. Dr Ghani studied medicine in Pakistan and graduated in 2001. She moved to the UK in 2003. She completed her foundation training in Hull followed by GP training in Worcester. She moved from Worcester to Wolverhampton in 2015. Dr Ghani has worked as a locum doctor and a full time GP before joining us at Lakeside in March this year. She is enjoying her time working with us and is settling in well.



Our Patient Feedback

Very pleasant staff and accommodating. Doctors are very approachable and listened to me.

Incredibly helpful, understanding of my illness and offer sound advice and prompt action!

Excellent service from both the receptionists and Dr Ghani. Felt reassured and they were willing to accommodate my request to change a prescription as an item is out of stock.

I have found the doctors supportive especially Dr Gupta! Takes time to listen and I don't feel like my appointments are rushed. In addition I feel that she has taken time to get to know me.

You have always been wonderful. All the Doctors and the girls are very good and helpful; always go out of your way. Please keep up the good work!

Reception staff are always friendly and organised, my appointment was on time and the nurse was very friendly and efficient.

Friendly, professional and caring service, seen the same day!

Good time keeping, friendly and empathetic nurses.

I requested an emergency appointment and Dr Greiner saw me the same day. She took the time to listen to me and after an examination, fast tracked me to the hospital. 2½ months later and after surgery I have been declared cancer free. Without a doubt Dr Greiner saved my life!!!

Tips To Relieve Hay Fever Symptoms

What causes hay fever?

Hay fever, also known as seasonal allergic rhinitis, affects one in four people in the UK. Hay fever is a common allergic condition and is mainly caused by grass pollen. It happens when your body makes antibodies in response to certain triggers, such as pollen. The charity Allergy UK estimates that nearly 18 million people have hay fever in the UK. It's most common in children, particularly teenagers, but you can develop hay fever at any age. The symptoms usually include sneezing, itchy and watery eyes, and a stuffy nose.



Tips to relieve symptoms:

Avoiding exposure to pollen is the best way to reduce the allergic symptoms of hay fever:

- Keep windows shut at night and first thing in the morning.
- Stay indoors when the pollen count is high (between 50 and 150).
- Wear wraparound sunglasses.
- Put some petroleum jelly (Vaseline) or another nasal blocker just inside your nostrils to trap some of the pollen.
- Don't mow the grass or sit in fields or large areas of grass.
- Wash your hands and face regularly.
- Avoid exposure to other allergens, such as pet fur, or environmental irritants, such as insect sprays or tobacco smoke.

Treating your hay fever:

Hay fever can often be controlled using over-the-counter medication from your pharmacist. Treatment options for hay fever include antihistamines, which can help to prevent an allergic reaction from occurring and corticosteroids (steroids), which help to reduce inflammation and swelling. However, if your symptoms are more troublesome it's worth speaking to your GP, as you may require prescription medication.

Get more tips to relieve hay fever at [www.http://www.nhs.uk/Livewell/hayfever](http://www.nhs.uk/Livewell/hayfever)

You May Be Eligible For a Free NHS Health Check!

The NHS Health Check is a free health check-up for adults in England aged 40-74 without a pre-existing medical condition. As we get older, we have a higher risk of developing medical conditions. An NHS Health Check helps find ways to lower this risk. In its first five years, the NHS Health Check is estimated to have prevented 2,500 heart attacks or strokes. This is the result of people receiving treatment after their Health Check. The NHS health check involves having a fasting blood test, followed by an appointment with our health care assistant or nurse who will ask you some simple questions about your lifestyle, family history, measure your height and weight, take your blood pressure and review your blood results. You'll be given advice to help lower your risk of a stroke, kidney disease, heart disease, diabetes or dementia, and maintain or improve your health. If you're not sure if you are eligible for an NHS Health Check or to book your appointments, please ask at reception.



When calling to book appointments, please be aware that the reception staff may ask for some brief details of your symptoms to help direct you to the most appropriate source of care depending on your health issue or query.

At the practice we have a prescribing pharmacist, two practice nurses and a healthcare assistant who are able to deal with routine minor ailments. We can also offer telephone consultations with a clinician if you have any medical matters you wish to discuss. The admin staff are able to help with general enquires, prescriptions, test results, hospital referrals and appointments.

Access Service for Adult Mental Health

We understand that it can be difficult to talk to a stranger about any problems you may be facing. The Access Service for Adult Mental Health is a free telephone service that provides information, advice and guidance in relation to any adult mental health issues and services available in South Staffordshire. It is a self-referral service available 24/7 and can be accessed via telephone on **0300 555 5001** or visit their website access.staffordshire@sssft.nhs.uk. There are information leaflets available in the waiting area or if you would like further information please ask at reception.

Step right up! It's the miracle cure we've all been waiting for.

It can reduce your risk of major illnesses, such as heart disease, stroke, type 2 diabetes and cancer by up to 50% and lower your risk of early death by up to 30%. It's free, easy to take, has an immediate effect and you don't need a GP to get some. Its name? **Exercise!**

Exercise is the miracle cure we've always had, but for too long we've neglected to take our recommended dose. Our health is now suffering as a consequence. Whatever your age, there's strong scientific evidence that being physically active can help you lead a healthier and even happier life. People who do regular activity have a lower risk of many chronic diseases, such as heart disease, type 2 diabetes, stroke, and some cancers. To stay healthy, adults should try to be active daily and aim to achieve at least 150 minutes of physical activity over a week through a variety of activities. For most people, the easiest way to get moving is to make activity part of everyday life, like walking or cycling instead of using the car to get around. However, the more you do, the better, and taking part in activities such as sports and exercise will make you even healthier. For any type of activity to benefit your health, you need to be moving quick enough to raise your heart rate, breathe faster and feel warmer.



People are less active nowadays, partly because technology has made our lives easier. Inactivity is described by the Department of Health as a "silent killer". Evidence is emerging that sedentary behavior, such as sitting or lying down for long periods, is bad for your health. Not only should you try to raise your activity levels, but you should also reduce the amount of time you and your family spend sitting down.

Now is the time to get active! For tips on building physical activity and exercise into your day, whatever your age, visit <http://www.nhs.uk/Livewell/fitness/Pages/whybeactive>.

Patient Tales

Thank you Lakeside but I only came in for a repeat prescription...

Well having not seen me for at least a couple of years the Doctor suggested a quick once over whilst I was there. No problem I thought. I was 72, retired, reasonably active and in fairly good health, or so I thought. So we continued; blood pressure, reflexes, ears, eyes and then a quick listen to heart beats and pulse. Now don't worry Doctor I said, it's a heart murmur, I've had it all my life. Silence from the doctor, still listening... I can hear something else he says, it may be nothing but we should just get it checked out. Fine by me, he is the boss. In due course I arrive at The Heart and Lung Centre at New Cross Hospital. Now I must say this place is great. From the moment I put my foot through the door and on all other visits and stays I was treated brilliantly. It didn't matter if it was a cleaner, the tea lady, Nurses or Doctors they were all exceptional, what an advert for the NHS! Thank you. After various tests it was found that I had a leaking heart valve, nothing serious but worth more attention. I expected to be told we will keep an eye on it, come back next year, oh no they weren't having any of that! Better to get it sorted now whilst you are well. Well who am I to argue. So I am now on the waiting list, various other tests followed which found narrowing arteries, so I am now not only having Valve repair but a triple bypass as well. I only came in for a repeat prescription honest. That was two years ago. It all went well I am pleased to say and I feel fine. I am even walking which was never my favourite pass time and I don't even have a Murmur anymore.

So thank you to Lakeside, your care and pro active approach has no doubt saved me possible problems in the future. Is there a moral here? Yes there is. Keep up with your repeat prescriptions and trust your Doctor! The NHS takes some stick but they do a fantastic job and locally LAKESIDE CARES!

-Terry

If you would like to share your own surgery experiences in our next newsletter, please enquire at reception or email Katie.Mackintosh@nhs.net

Find the Following Medical Terms

B	H	Y	G	I	E	N	M	S	T	X	R	Z	U	M	T	A	L	B	
J	F	T	S	I	T	H	E	R	M	O	M	E	T	E	R	V	U	X	A
C	E	L	T	P	V	P	D	O	R	C	G	Z	R	D	L	A	B	R	X
X	V	B	A	N	D	A	G	E	F	H	O	N	O	N	T	C	G	A	M
H	E	R	U	X	G	X	Z	Y	L	E	S	U	G	L	U	C	L	Y	E
E	R	U	M	T	C	S	H	D	O	C	T	O	R	U	J	I	T	F	T
A	T	M	E	D	G	T	N	T	A	K	M	E	D	B	A	N	D	E	S
L	A	N	D	A	G	E	X	S	N	U	K	O	T	T	L	E	I	X	Y
T	K	M	I	S	B	T	R	P	D	P	Q	U	S	O	E	T	S	F	S
H	R	U	C	N	L	H	O	T	A	H	E	A	R	T	B	E	A	T	X
X	J	K	I	U	O	O	N	U	G	C	C	O	A	T	E	I	X	W	H
S	E	F	N	R	O	S	S	N	B	O	N	E	E	H	C	I	I	S	T
Y	G	U	E	S	D	C	S	O	J	C	T	J	I	E	T	P	P	I	L
S	U	S	T	E	J	O	M	E	E	A	T	G	J	I	I	O	H	P	E
T	B	A	N	D	A	P	E	M	E	D	H	B	F	G	S	T	A	J	A
E	E	V	E	R	W	E	I	G	H	T	U	W	I	H	T	S	R	S	H
N	U	R	S	E	S	W	J	N	W	Q	S	R	S	T	O	J	M	E	X
X	S	T	I	D	M	E	D	N	O	W	E	Q	J	L	R	S	A	E	C
A	X	S	T	I	T	C	H	E	S	B	O	W	O	W	S	S	C	X	J
B	I	Y	M	T	I	M	W	R	T	Q	R	P	C	B	R	U	Y	H	B

Fever
Thermometer
X-Ray
Bandage
Stitches

Doctor
Medicine
Blood
Bone
Height

Check-up
Heartbeat
Pharmacy
Nurse
Weight

For useful information and surgery updates, follow our twitter account!
[@Lakesidedoctors](https://twitter.com/Lakesidedoctors)



If you are ordering a prescription please allow 48 hours before collection.

Opening times:

Monday to Friday
8:00am to 6:30pm

Late nights:

Tuesday or Thursday evening
6:30pm to 7:45pm

Telephone: 01902 755329

Fax: 01902 755224

Emergency Clinics:

We have a daily urgent clinic which runs from 10am. Please ring from 8am if you need to be seen that same day. We may ask for some brief details of your symptoms to help clinical staff prioritise.

Travel Vaccinations:

If you think you may require vaccinations for your holidays, please ask at reception for a form or visit our website.

Our current doctors are:

Dr K Greiner (Female), Dr A Gupta (Female), Dr N Ghani (Female)
All our doctors are full time and only work at this practice.

Our Pharmacist:

Miss Sandhu is available at the practice on a Monday, Wednesday and Friday.

Prescriptions:

Please allow two working days for prescriptions.

Please note that we do not accept any medication requests over the telephone. You can order your prescriptions at the surgery, through the post, by fax, the drop box located in reception, our online ordering system or through your pharmacy. If you are not sure which method is best for you please ask our receptionists for advice.

Herbal Medicine for Children

I love seeing children in my clinic. Despite the fact that they haven't actually chosen to be there, they're funny, keen to learn and usually quite enthusiastic about taking their medicine. Many parents struggle to find long term solutions when their children are ill, but herbal medicine can be really helpful, especially if it's used early on. Conditions like tonsillitis, glue ear, recurrent colds, eczema and food intolerances tend to respond very well to herbal treatment, and often harsher treatments like surgery can be avoided. It's a good idea to get your child used to taking herbs as early as possible, and children's herbs tend to taste nice too. Catnip tea is nicknamed 'Nature's Calpol', and you could use Elderflower or Elderberry cordial instead of squash if your child has a bunged up nose. You can even freeze herbal teas or cordials with fruit juice and make them into ice lollies!

Essential oils are another good way of using plant medicines with children. I make playdough with a drop of Lavender oil and give it to my son when he needs to calm down. Or you can add a drop or two to some milk and put it into their bath water. Thyme Linalol oil can be wonderful in a steamy bathroom or diffuser for little ones with breathing problems, and I'm sure it's kept us away from A&E on a few occasions now. As with all medicines though, you get the most benefit when you know how to use them properly. Herbs are very safe but you need to understand a little about how to use them as they can cause problems if you get the dosage wrong, or use a herb inappropriately. You might like to find out more on my Children's Herbal Medicine workshop coming on 1st July. See the posters in the waiting room or the blog at

www.physichealth.uk for more details.



This information was brought to you by Hannah Charman, Health & Performance Consultant who has a BSc in Western Herbal Medicine and is a member of the National Institute of Medical Herbalists. She is also a member of our Patient Participation Group.



A Few Helpful Numbers

Here are a few numbers that you might find helpful:

New Cross Hospital	01902 307999
Out of Hours	111
Codsall Clinic	01902 847676
Transport to New Cross	01384 215520
Samaritans	116 123
Dementia Helpline	0300 222 11 22
Carer's advice line	0330 1231937

Please be aware we are no longer able to offer stop smoking services at the surgery. If you live in Staffordshire, 'The Healthy Staffordshire Hub' are able to provide information, advice and guidance on leading a healthier lifestyle. If you have been thinking about making changes or would like advice, please visit www.staffordshirecares.info/healthy or telephone 0300 111 8006.



Colour in the Doctor

