

Winter Warming  
Beef  
Stew



LINDUM  
MEDICAL  
PRACTICE  
01522 569033

# Lindum News

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Produced by Lindum Medical Practice for its patients and staff

[thelindumpractice.co.uk](http://thelindumpractice.co.uk)



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It is nationally reported that Primary Care – GP practices are in crisis. Having spent the last 47 years working in this environment I have witnessed the forever changing landscape of general practice and have always been proud that whatever changes the government has thrown at us we always rise to the occasion, manage the change and continue to put patients first.

I get very frustrated when we hear so much in the media about A & E – hospital admissions – ambulance service but very little is mentioned about primary care. We share the same pressures around recruitment, retention, raised expectation and the increased demands that the wider NHS have problems with and yet more work seems to be sent our way. There is more pressure on our appointments system and yet we still have high levels of those who do not attend without bothering to cancel, I do think if this can be improved we wouldn't have a problem with our access to services - it is those that abuse the system that spoil it for the rest and we are looking at ways to tackle this.

I have never felt so worried about the sustainability and survival of general practice as I do now as I witness good clinicians and other staff members leaving the NHS as we have to sometimes cope with what feels like lack of respect and acknowledgement that we really do try our best. We will continue to work hard here at Lindum but do ask if you can help us to help you by considering our pressures.

You can be assured we have a dedicated caring team here at Lindum that will continue to work hard to deliver a good service to our population.

Pauline Mardle

Business Manager, Lindum Medical Practice

# Lost Appointments

## Patient's who Do Not Attend

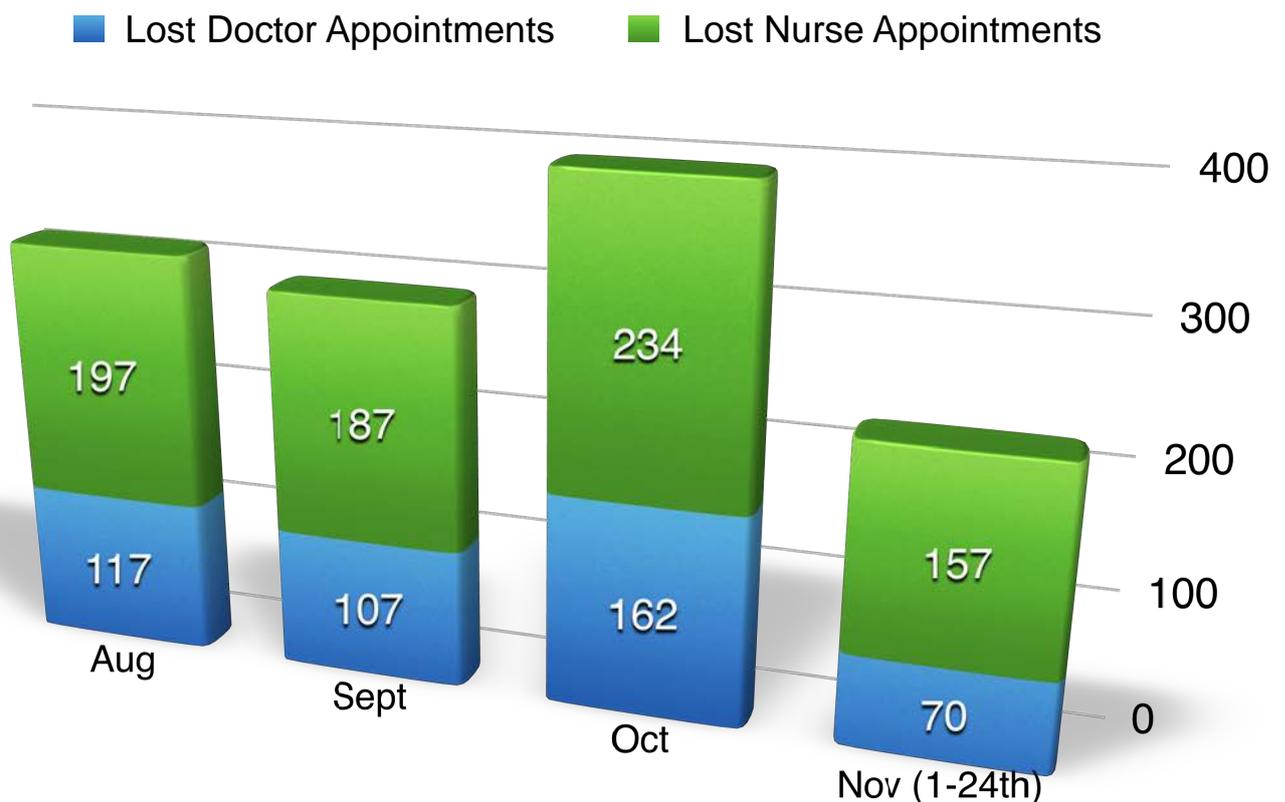
At Lindum Medical Practice we understand how difficult it can be to make appointments to suit your needs, but despite this appointments are being wasted.

This has become a significant issue, at a time when many patients are struggling to get an appointment. The fact that so many patients forget or don't attend when they have made an appointment means others can't be seen. This behaviour is having a big impact on GP services.

The knock-on effect of someone missing their appointment is that some patients who cannot see their GP choose to go to A&E instead and this puts pressure on the hospital. Patients should make sure they attend an appointment if they book one or cancel it if they no longer need it, so it can be made available to someone else.

During winter, the pressure on NHS services is increased due to more people needing to access healthcare and appointments. The winter period often also brings events such as outbreaks of viruses.

This problem is ever increasing for us and we have to tackle it. We have taken action and have adopted the following procedure; should a patient miss appointments more than 3 times in a six month period they will be contacted in writing and may be asked to leave the practice being removed from our list. This rule has always applied however we have been reluctant to enforce it. It is sad that we now have to take this action for the benefit of all of our other patients.



RE-USING THESE MISSED APPOINTMENTS WOULD SOLVE  
SOME OF OUR ACCESS PROBLEMS

**IF YOU ARE UNABLE TO ATTEND**  
**PLEASE LET THE SURGERY KNOW**

# MINOR ILLNESS & AILMENTS

Take care of yourself  
and your NHS will take  
care of you



In this Winter Edition of the 'Lindum News' we thought it would look at some common minor illnesses and ailments which can be treated at home without needing to come to the surgery. Your local pharmacy can advise about minor illnesses and 'over the counter' medication' which can be used to relieve and treat many symptoms.

People with weakened immune systems, such as leukaemia or cancer, or who have had an organ transplant may develop a more serious illness with an infection and should always seek advice.

We would recommend that all patients have a 'medicine box' at home in which to keep some simple medicines, in the event that you or a family member develops a minor illness. These medicines and dressings can all be obtained from your local pharmacy or supermarket, and should be stored in a locked box out of the reach of young children.

Your family 'Medicine Box' could include:

- + **Anti-histamine:** ask your local pharmacist for advice which antihistamine to use. These can be used for hay fever, allergic rashes and itching.
- + **Antiseptic cream:** for spots, sores and grazes
- + **Calamine lotion:** for insect bites, sunburn and rashes, chicken pox rash.
- + **Dressing strips:** for minor cuts and dry dressing (gauze) for cleaning wounds and cuts.



- + **Ibuprofen:** tablets and/or liquid for relief of fever and pain (do not exceed the maximum recommended dose)
- + **Moisturising cream** (e.g. aveeno cream): for dry patches of skin.
- + **Paracetamol:** tablets and/or liquid (eg calpol) for relief of fever and pain (do not exceed the maximum recommended dose)
- + **Rehydration salts** (eg dioralyte) to treat dehydration cause by diarrhoea and vomiting.
- + **Thermometer (electronic):** normal body temperature is 37 degrees centigrade/celsius

Over 20 million prescriptions a year are issued for medicine that can be bought for as little as 19p in the supermarket. In Lincolnshire an estimated £13 million is spent annually on simple medication which available to but freely and cheaply over the counter. The NHS spends over £80 million each year handing out paracetamol with the average prescription costing 20 times the price of a packet of the simple painkiller in the supermarket.

## MINOR ILLNESS & AILMENTS

# COMMON COLD

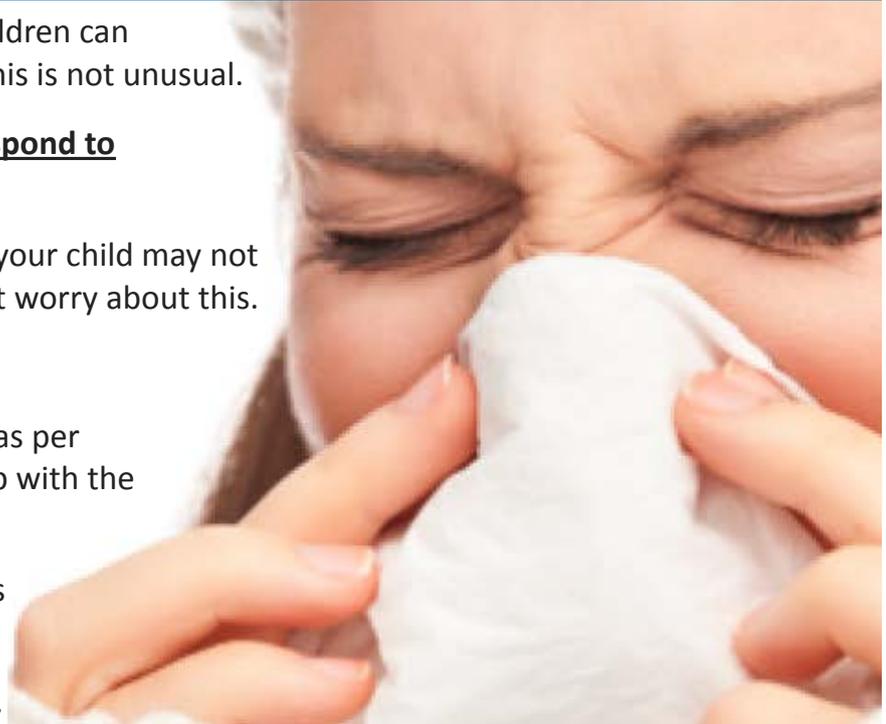
Colds are very common! Normal, healthy children can sometimes have 8 or more colds in a year, this is not unusual.

**Colds are caused by viruses and will not respond to antibiotics.**

Most colds will improve after 2-5 days. You/your child may not eat a lot whilst unwell with a cold but do not worry about this.

**To help with the symptoms of cold:**

- +** Take regular paracetamol for a few days as per directions on bottle/packet. This will help with the fever and aches and pains.
- +** Drink plenty of fluids and rest as much as possible.
- +** Use steam inhalation to ease congestion.



## MINOR ILLNESS & AILMENTS

# CONJUNCTIVITIS

Conjunctivitis is the term given to inflammation of the mucous membrane covering the white of the eyes and the inner side of the eyelids. It is a common eye condition, which is not serious, but can be uncomfortable and irritating.

Conjunctivitis usually affects both eyes at the same time – although it may start in one eye and spread to the other after a day or two. It can be asymmetrical, affecting one eye more than the other. There are 3 common kinds of conjunctivitis: Bacterial, Viral and Allergic.

**+** **Bacterial conjunctivitis** affects both eyes, feeling gritty and irritated with a sticky discharge, and there may be discharge or crusting on the eyelashes. A pharmacist can treat this condition with drops or ointment. The eyes should also be bathed with cotton wool soaked in cooled boiled water to remove crusts or stickiness.

**+** **Viral conjunctivitis** is characterised by red eyes with a watery discharge and is often associated with the common cold. People often feel unwell and 'under the weather' when they have viral conjunctivitis. Viral conjunctivitis cannot be treated itself, but a cold compress on the eyes, paracetamol or ibuprofen, can ease symptoms. Viral conjunctivitis is contagious, so regular hand and face washing are advised, and no sharing of face cloths or towels.

**+** **Allergic conjunctivitis** is common in people with other allergies, such as hay fever. Allergic conjunctivitis is often caused by pollen, dust mites or even cosmetics. Symptoms include intense itching, red eyes and stringy discharge. Allergic conjunctivitis can be treated using eye drops, which are available at the Pharmacy.



## MINOR ILLNESS & AILMENTS

# COUGH

Most coughs are caused by viruses and will settle within two weeks. Young children often get 'noisy chests'. This is because they have smaller airways and thinner rib cages than adults. A 'noisy chest' is not always a sign of a chest infection.

Coughing naturally helps the body fight against infection. Use simple remedies such as honey and lemon, as cough medicines bought over the counter are unlikely to help.

You should attend the Minor Illness Clinic if you have any of the following:

- + An underlying lung condition such as asthma, bronchitis or emphysema
- + Shortness of breath
- + Chest pains
- + Wheezing
- + Blood in your sputum/phlegm
- + Ongoing fevers
- + Unexplained weight loss
- + You are worried about your child's cough
- + The cough has not improved after two weeks

## MINOR ILLNESS & AILMENTS

# DIARRHOEA & VOMITING

These symptoms usually settle within 1-2 days and are usually caused by a virus but can last up to a week. They can be more common in the winter months as outbreaks of Norovirus are more common then.

To help with the symptoms of diarrhoea and vomiting:

- + Drink plenty of fluids
- + Use rehydration salts (e.g: dioralyte) mixed with water
- + Rest the stomach by having no solid food for 24 hours and avoid spicy food and dairy products when re-introducing food.

Make a telephone appointment if any of the following are present and we will arrange to see you or your child if necessary:

- + You have a child or baby that is vomiting
- + There is blood in the diarrhoea or vomit
- + Severe stomach pain present
- + High fever
- + You have recently returned from an exotic location
- + There is no improvement after 72 hours

## FEVER

Children can often respond to infections by developing a fever. This is a normal response.

Most infections are caused by viruses rather than bacteria and so will not respond to antibiotics.

**If your child develops a fever (temperature above 38 degrees Celsius):**

- + Give regular paracetamol liquid e.g. Calpol as per directions on the bottle regularly. For children under the age of 1 year consult your local pharmacist for recommended dose of paracetamol. Do not exceed the recommended dose.**
- + Give plenty of cool liquids. Clear fluids are best such as water or dilute squash. Give small sips every 5 minutes. Ice lollies can also be helpful to encourage young children to take fluids.**
- + Dress your child in loose clothing and keep the room as cool as possible.**
- + Do not wrap your child up if they have a fever.**
- + If possible cool your child with a fan.**



Children with a fever can often become unsettled during the night. It is important to continue with regular paracetamol (as per directions) and fluids.

If your child is not improving or is particularly unwell, please contact the surgery for further advice or come to the Minor Illness Clinic, Monday-Friday 0830 -10am.

We will always make arrangements to see an unwell child as soon as possible.

### Signs that your child needs to be seen:

- + He/she is not drinking enough fluids.**
- + He/she has less wet nappies than usual.**
- + He/she is not interested in playing with toys or is floppy.**
- + He/she has a high pitched cry and cannot be settled.**

**If your child has developed a rash that does not disappear when a glass is placed over it seek urgent medical advice**

## MINOR ILLNESS & AILMENTS

# HAND, FOOT & MOUTH

Hand-foot-mouth disease is caused by a virus. The virus produces little vesicles, or blisters, in the mouth, on the fingers, or on the feet.

It is commonly seen in children under age 4, and symptoms include fever along with blisters in the mouth that make it uncomfortable to eat.

The illness normally runs its course over a few days, but the sores in the mouth can last longer. Hand, foot and mouth disease can be unpleasant, but it will usually clear up by itself within 7 to 10 days.

You can normally look after yourself or your child at home.

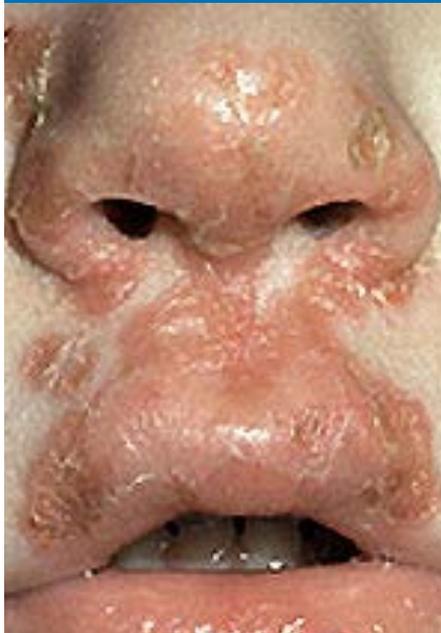
The infection is not related to foot and mouth disease, which affects cattle, sheep and pigs.

Children can get this illness more than once.



## MINOR ILLNESS & AILMENTS

# IMPETIGO



Impetigo is a common, infectious skin disease caused by bacteria, and is extremely contagious.

A small red, itchy spot quickly develops into a blister and smaller patches often develop around the existing patch. Recommended The top of the blister becomes crusty and weeps while new blisters develop.

Impetigo is easily spread through contact, so it's commonly seen in nursery or playgroup settings.

If you suspect impetigo, please come to the minor illness clinic Monday – Friday 08:30-10:00.

A preschool child should not return to nursery school or playgroup until the scabs have fallen off. Schoolchildren can normally return to class 48 hours from the start of oral antibiotic therapy, even with scabs – as long as they remember not to scratch or touch them.

### Impetigo - Good Advice

- + Cut your child's finger nails short, encourage them not to scratch their scabs, pick their nose, bite their nails or suck their fingers.
- + Always remember to wash your hands after touching scabs.
- + Teach your child to wash their hands regularly,
- + Ensure your child is using their own their own facecloth and towel.
- + Explain to your child why they need to pay special attention to hygiene and avoid touching their scabs.

# RASHES

Rashes are one of the most common reasons that parents of small children visit the doctor. In most cases rashes do not indicate a dangerous condition, but in some cases they do. We are hoping this information will help you. If a child is in good general health and has no other symptoms, you can simply observe the rash for a few days. Many types of rashes are viral and will disappear without treatment.

If the rash is accompanied by high fever, breathing difficulties, vomiting, or reduced general health (when the child is not acting right), your child should be seen.

One type of rash can have different causes, so we need to know what the rash looks like, how widespread it is, how many and how big the marks are, how long the rash has been present, and whether it is itchy.

**Any rash that does not disappear when a glass is placed over it is a MEDICAL EMERGENCY and you should call 999**



# SORE THROAT



Sore throats do not usually need any treatment as they are mostly caused by viruses and will usually get better by themselves.

To help with discomfort from a sore throat:

- + Take regular paracetamol for a few days as per directions on bottle/packet.
- + If you are able to take ibuprofen this can be taken in addition to paracetamol as per directions on bottle/packet.
- + Gargle with warm salt water
- + Eat soft foods and drink plenty of fluids.

If your sore throat last longer than two weeks, if you have a high fever, if you have other serious illnesses or are taking steroids or immunosuppressant's then you should attend the minor illness clinic.

If your child seems unwell with a sore throat and temperature, but not a cough, for more than three days, they should be reviewed in the minor illness clinic. You do not need to look into your child's throat. But, if you do and you are worried about large tonsils, this is not by itself something to be concerned about. However, if your child is having breathing difficulties or seems very unwell, you should seek medical advice.

# ANTIBIOTIC

# Apocalypse

The NHS and health organisations across the world are trying to reduce the use of antibiotics, especially for conditions that aren't serious.

The overuse of antibiotics in recent years means they're becoming less effective and has led to the emergence of "superbugs". Some strains of bacteria have now developed resistance to many different types of antibiotics.

These types of infections can be serious and challenging to treat, and are becoming an increasing cause of disability and death across the world.

The biggest worry is that new strains of bacteria may emerge that can't be effectively treated by any existing antibiotics.

## ***What can you do to help?***

Antibiotics are used to treat or prevent some types of bacterial infection. They work by killing bacteria or preventing them from reproducing and spreading. But they don't work for everything. When it comes to antibiotics, take your doctor's advice.

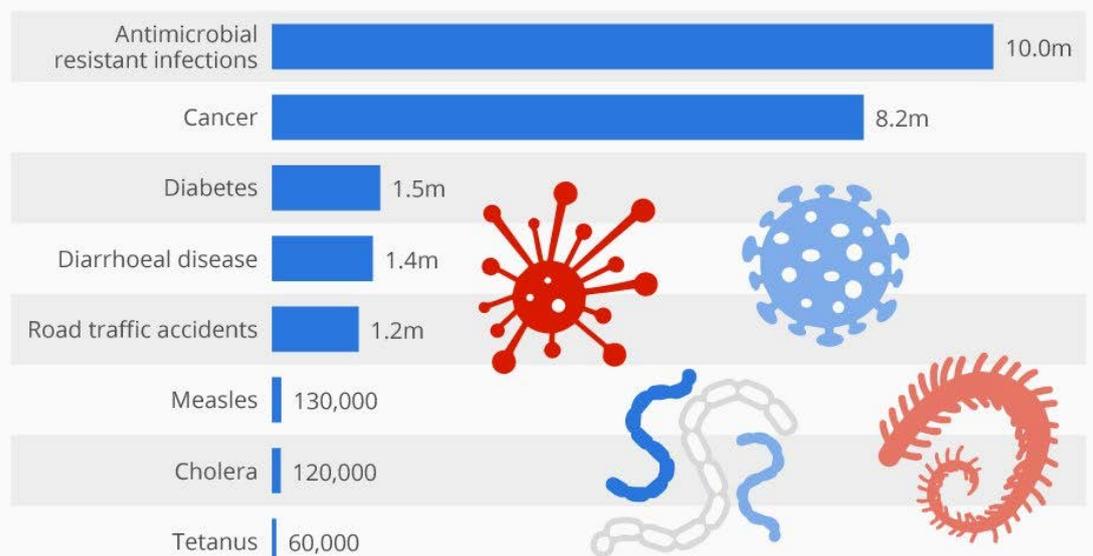
Antibiotics don't work for viral infections such as colds and flu, and most coughs and sore throats.

Many mild bacterial infections also get better on their own without using antibiotics.

Taking antibiotics when you don't need them encourages dangerous bacteria that live inside you to become resistant. That means that antibiotics may not work when you next need them most. This puts you and your family at serious risk.

## **Deaths From Drug-Resistant Infections Set To Skyrocket**

Deaths from antimicrobial resistant infections and other causes in 2050



# Top tips for keeping warm and well



Cold weather can be bad for our health, especially for people aged 65 and older. As we age it takes longer to warm up, which raises the risk of increased blood pressure, heart attacks and strokes.

## 1. Keep warm

Heat your home to at least 18°C (65°F). You may prefer your main living room to be slightly warmer.

Keep your bedroom window closed on a winter's night. Breathing in cold air can increase the risk of chest infections.

## 2. Get financial support

There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. View the Keep Warm Keep Well booklet online to learn more

[www.gov.uk/phe/keep-warm](http://www.gov.uk/phe/keep-warm)

## 3. Look after yourself

- Contact your GP to get your free flu jab if you are aged 65 or over, live in a residential or nursing home, or are the main carer for an older or disabled person. NHS Choices

provides information about flu. Visit [www.nhs.uk/flu](http://www.nhs.uk/flu) to learn more.

- Don't delay in getting treatment for minor winter ailments like colds or sore throats. Visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker.
- Layer your clothing whether you are indoors or outside. Wrap a scarf around your mouth to protect your lungs from the cold air.
- Wear shoes with a good grip if you need to go outside.
- When you're indoors, try not to sit still for more than an hour or so. Get up, stretch your legs and make yourself a warm drink.
- Have your heating and cooking appliances checked by a Gas Safe registered engineer to make sure they are operating safely.
- Contact your water and power suppliers to see if you can be on the Priority Services Register, a service for older and disabled people.
- For more information about how to stay warm and well in winter visit Age UK's website [www.ageuk.org.uk/winterprep](http://www.ageuk.org.uk/winterprep) or call 0800 587 0668.

# Low Cost Hearty Winter Warmer - Corned Beef Stew



## Ingredients

250g chilled corned beef, cut into 3cm pieces  
1 large onion, peeled and chopped finely  
300g potato, cut roughly into 3cm pieces  
2-3 carrots peeled and cut into 3cm pieces  
400mls beef stock approx, boiling  
3 tbsp vegetable oil  
3 tbsp Worcester sauce  
salt and freshly milled black pepper

## Method

Heat the vegetable oil in an oven proof saucepan.

Add the onion and cook over a moderate heat to take a little colour, then add the potatoes, carrots and stir together.

Add the beef stock, Worcester sauce, salt and pepper and bring back to the boil.

Cover, turn the heat down and simmer gently or pop in a moderate oven for 20 minutes until the potatoes are cooked and starting to break up.

You may need to add a touch more stock, if the potatoes dry out too much.

Add the chunks of corned beef, stir well and heat through for a further 5 minutes, do not break up too much.

Serve with pickled red cabbage or brown sauce.

Can be re heated or extra portions can be frozen.

# MINOR ILLNESS CLINIC

OPEN MONDAY TO FRIDAY 08:30-10:00

This Clinic is staffed by Nurse Practitioners who are trained to deal with minor illness. It is a very busy clinic, so you may have to sit and wait. If you have more than one problem or your problem is not suitable for this clinic you may be asked to book a routine appointment.



This clinic is for patients that need to be seen that day. **PLEASE HELP US TO HELP YOU** by using our services appropriately.



This Clinic **IS SUITABLE** for:

## NEW PROBLEMS

Ear Infections

Sore Throats

Coughs

Colds

Flu

Sinusitis

Hay Fever

Fever

Skin Rashes

Impetigo & Skin Infections

Urine Infections

Vaginal Discharge

Thrush

Minor Injuries

Constipation

Diarrhoea & Vomiting

Indigestion

This Clinic **IS NOT SUITABLE** for:

**ONGOING OR NON  
URGENT PROBLEMS**

**REPEAT  
PRESCRIPTIONS**

**REFERRAL QUERIES**

**SICK NOTES**

**RESULTS**

**MORE THAN ONE  
PROBLEM**

**MEDICATION QUERIES**