



SUMMER HEATWAVE

Most of us welcome hot weather, but when it's too hot for too long there are health risks. If a heatwave hits this summer, make sure the hot weather doesn't harm you or anyone you know.

Why is a heatwave a problem?

The main risks posed by a heatwave are:

- Dehydration (not having enough water)
- overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- Heat Exhaustion and Heatstroke

Who is most at risk?

A heatwave can affect anyone, but the most vulnerable people are:

- older people, especially those over 75
- babies and young children
- people with a serious chronic condition, especially heart or breathing problems
- people with mobility problems - for example, people with Parkinson's disease or who have had a stroke
- people with serious mental health problems
- people on certain medications, including those that affect sweating and temperature control
- people who misuse alcohol or drugs
- people who are physically active - for example, labourers or those doing sports

Tips for coping in hot weather

- Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers, and splash yourself with cool water.
- Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- Listen to alerts on the radio, TV and social media about keeping cool.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.

If you're worried about yourself or a vulnerable neighbour, friend or relative, you can contact the local environmental health office at your local authority.





SAFETY BULLETIN

Summer 2017



Kingston and Richmond LSCBs would like to promote some local learning regarding water safety to help families stay safe this summer.

Nationally, drowning has been identified as a leading cause of accidental death, with 62 deaths of children under 5 between 2008-2012 resulting from drowning. Babies and toddlers can drown quickly and silently in as little as 5cm of water. Older children and young people are also at risk of drowning.

The following key messages have been highlighted from local case reviews by which future deaths can be prevented:

- ❖ **Supervision** – Parents and carers must ensure children of any age are adequately supervised by an adult in or near water including for example the bath, garden ponds and swimming places.
- ❖ **Bath Aids** – Bath seats are intended as an aid to bath-time and must not be relied upon as a substitute to adult supervision. It is not safe to leave a baby unattended by an adult in a bath seat at any time.
- ❖ **Reduce Risks** – Parents and carers should consider reducing the risks presented by all sources of water, for example ensuring ponds are covered/fenced off as well as coverage of drains and water storage devices, ensuring baths, paddling pools and buckets are emptied immediately after use, and securing access to garden areas and similar. It is important that these risks are taken account of not only at their own home, but when visiting and on holiday.
- ❖ **Swimming** – Children and young people should be encouraged to learn to swim and to understand the risks posed by water including making appropriate assessments of the swimming location and their own swimming ability. Swimming should be undertaken in lifeguarded facilities, for example pools, beaches. The rules of the swimming area should be adhered to.
- ❖ **Safety Promotion** – Professionals should promote the above messages when speaking to families about accident prevention as well as using the resources outlined below to help reduce the risk of accidental drowning.

The following organisations' websites provide further resources for families and professionals to help keep safe in and around water including RNLI's water safety events for all ages -

Drowning Prevention Week:

<http://drowningpreventionweek.org.uk/>

RNLI

<https://rnli.org/>

Child Accident Prevention Trust:

<http://www.capt.org.uk/safety-advice/keeping-your-child-safe-drowning>

The Royal Society for the Prevention of Accidents:

<http://www.rospa.com/leisuresafety/adviceandinformation/watersafety/>



Saturday Opening

Claremont Medical Centre is open on Saturday mornings for pre-booked appointments with a GP. These appointments must be booked in advance through reception and are currently not available on-line. There will be no nursing procedures or walk in service.

Clinic Times: 08.30 - 11.30



Did you know you can now register for Patient Online Services?

Our new online services would give you the option of booking and cancelling appointments without having to call the surgery, as well as ordering repeat prescriptions and viewing your test results and immunisations status.

If you would like to do this and haven't done so already, please bring to reception photo ID and proof of address, and we will then issue you with your registration documents. (We ask that you do this after 9am and before 6pm Monday to Friday).

We also have a new messaging system to make cancelling appointments even easier. You will receive a text message from us detailing your appointment approximately three days prior to it, and if you need to cancel this appointment all you need to do is text back to the same number the word CANCEL. The appointment will then be cancelled and become available for other patients to use; this will help us to reduce our number of unused and wasted appointments.



Did Not Attend..... (DNA's)

Most of our patients know it can sometimes be difficult to get a routine appointment with a GP or Nurse. In the course of events where demand is unpredictable, that cannot easily be remedied.

One thing that makes this more difficult to overcome is the problem of missed routine appointments – Did Not Attends (DNA's). Patients have been declined routine appointments because GP's are fully booked, it is at best disappointing when one of those booked appointments does not turn up and has not contacted the practice to cancel the appointment so that it can be released for others, or telephones so late as to make it impossible to allocate to another patient.

In June we had 116 DNA's!!! Remember to cancel your appointment in a timely fashion if you no longer need it.

Remember that your DNA is another patient's denied appointment.



PPG—Patient Participation Group

Are you aware that the practice has a group of patients who contribute some of their time to the development of the practice and the services we offer?

Are you interested in joining?

The group meets about four times a year for an evening meeting to discuss what is happening in the practice and the local health economy.

If you would like to join the group and be involved in the on-going development and improvement of the practice then please give your details at reception and we will notify you of the next meeting date.