

To our Summer Edition Newsletter

We are delighted we're receiving a lot of positive feedback from our Friends & Family Tests. We like to thank all the patients who complete the survey and we are incredibly grateful to our hard working team who continue to deliver the best possible service against the challenges presented.

If you have any feedback for the practice then you can let us know in a number of ways including Friends & Family Test (you will receive an SMS with a questionnaire after your appointment). You can also send any comments via our practice website.

We appreciate that not all our patients can access our services digitally so please remember our amazing reception team are here to help.

Data this Quarter (1st May – 31st July)

- * **7,460** face to face appointments completed by our team
- * **391** appointments booked, but patients did not attend
- * **7,473** Same day appointments made
- * **7249** Calls answered by our reception team
- * **88.5%** of our patients would recommend the practice to their friends & family



To find out more, visit
wels.open.ac.uk/take5

Flu Clinics

****BOOKING NOW****

Patients Aged 65 and over and those aged 6 months to under 65 years with a clinical risk are eligible

We will be sending accurx invites out in August for patients to book their own appointments

Claremont Newsletter

AUGUST 2023



TRAVEL

If you are planning on travelling abroad, you may require vaccines, some of which need to be given well in advance of your travel to allow your body to develop immunity. **FREE** travel vaccines offered at our practice includes;

- Diphtheria
- Typhoid,
- Tetanus
- Hep A

The following travel vaccines should be booked in to any **travel clinic** or with your **local pharmacy**.

- Hep B
- Japanese encephalitis
- Meningitis vaccines
- Rabies,
- Tick-borne encephalitis

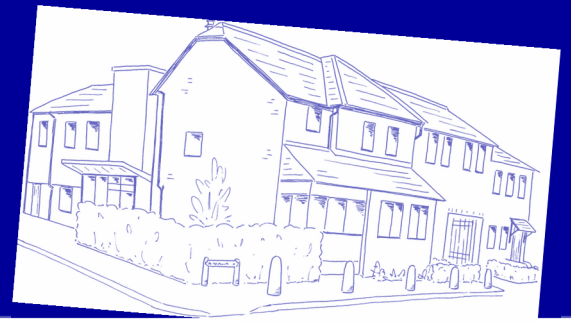
You can find more information about which vaccinations are necessary or recommended for the areas you will be visiting at this website <https://travelhealthpro.org.uk/countries>

BEAT THE HEAT

STAY HEALTHY & SAFE THIS SUMMER

- Drink water**
Stay hydrated & don't wait until you're thirsty.
- Avoid peak times**
Stay indoors during the hottest time of the day from 10AM - 4PM if possible.
- Keep cool**
Protect your skin from direct sunlight to prevent sunburn.
- Wear sunscreen**
Apply sunscreen before going outdoors. Reapply every 2 hours.
- Protect your eyes**
Wear sunglasses to protect your eyes from UV rays.
- Seek shade**
Use a tree, umbrella or tent to protect you from the sun.
- Look before you lock**
Never leave children or pets inside the car. Protect them from heatstroke.

Please remember if you cannot attend your appointment to cancel ASAP, please. Your appointment could go to someone else. Appointment slots are valuable. Thank you

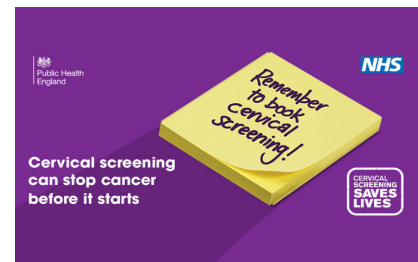


CERVICAL SCREENING – ARE YOU UP TO DATE WITH YOURS

All women aged 25 to 64 should go for regular cervical screening. You'll get a letter/text inviting you to make an appointment.

Signs to look out for are;

- Unusual vaginal bleeding, especially after menopause
- Changes to vaginal discharge
- Pain or discomfort during sex
- Unexplained pain in your lower back or between your hip bones (pelvis)



Don't put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.

MMR Vaccine: what is it?

The MMR vaccine is a safe and effective combined vaccine.

1. One vaccine

The MMR vaccine is a single injection that is administered into the thigh of young children or the upper arm of older children or adults. It is a live vaccine which means that it contains weakened versions of measles, mumps and rubella viruses. These have been weakened enough to produce immunity without causing disease.

2. Two doses

The MMR vaccine gives long lasting protection with just two doses of the vaccine. The first dose is given at the age of 12 months and the second dose is given at around three years and four months, before starting school. Having both doses gives long lasting protection against measles, mumps and rubella. In adults and older children the two doses can be given with a one month gap between them

3. Three infections

The MMR vaccine protects against three infections; measles, mumps and rubella. These are viral infections that can quickly spread to unprotected children and adults – they spread more easily than flu or the common cold.

Effectiveness of the MMR vaccine (<https://www.cdc.gov/vaccines/vpd/mmr/public/index.html>)

The MMR vaccine is very effective.

After 2 doses:

- around 99% of people will be protected against measles and rubella
- around 88% of people will be protected against mumps

People who are vaccinated against mumps, but still catch it, are less likely to have serious complications or be admitted to hospital.

Protection against measles, mumps and rubella starts to develop around 2 weeks after having the MMR vaccine



COERCION

The practice of persuading someone to do something by using force or threats

Some common examples of coercive behaviour are:

- Isolating you from friends and family
- Depriving you of basic needs, such as food
- Monitoring your time
- Monitoring you via online communication tools or spyware
- Taking control over aspects of your everyday life, such as where you can go, who you can see, what you can wear and when you can sleep
- Depriving you access to support services, such as medical services
- Repeatedly putting you down, such as saying you're worthless
- Humiliating, degrading or dehumanising you
- Controlling your finances
- Making threats or intimidating you



mental
health
matters

MENTAL HEALTH:

One in four people across the country will experience a mental health problem in any given year. Mental health problems and illnesses include anxiety, depression, addiction, personality disorders and psychosis.

Experiencing a mental health problem can be upsetting and very frightening. It is important to know you are not alone and that there are a wide range of services and support available to you.

There are a number of services that you can access or self-refer (meaning you do not have to be referred by your GP to use the service). You can find further information at: www.nhs.uk/mental-health

Claremont Newsletter

AUGUST 2023



Zero Tolerance:

Unfortunately we are seeing a significant increased amount of abuse to our reception staff.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

We understand that patients have frustrations and fears around their own health; however, it doesn't help anyone if they are abusive.

We're all humans and need to do our bit to be reasonable and kind to our wonderful team

*be
kind*

Patient Feedback

Everyone at Claremont is excellent. The reception staff are friendly, helpful and patient. The Doctors and nurses are fantastic and the process for booking appointments etc. Is as pain-free as you could hope for. Feel very lucky to have Claremont as my local practice.

Preventing Earwax Build Up

You can use several substances to soften and remove earwax at home, including:

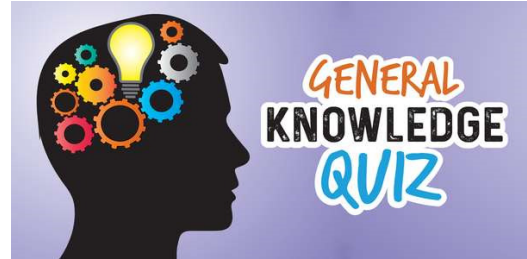
- Mineral oil
- Glycerin
- Baby oil
- Over-the-counter earwax removal kits (Debrox, for example)
- Use an eyedropper to insert a few drops into your ear canal twice a day for four to five days to soften the wax. Once the wax is soft, it should come out on it's own within a few days.



Another way to prevent earwax blockage is to avoid sticking anything in your ear, including the cotton swabs that many people regularly use to clean out wax. This tactic can actually push wax further into your ear, causing an obstruction and possible irritation on the eardrum. Instead, you should use a wet cloth or tissue to gently clean your ear.



Answers to the general knowledge quiz!



1) Which planet is known for its distinct rings made of ice particles and dust?

Saturn

2) What is the name of the dog breed that is often used as a guide dog for the blind?

Labrador Retriever

3) Which city is known as the "City of Love" and is famous for its iconic Eiffel Tower?

Paris

4) Which US state is home to the world-famous Yellowstone National Park?

Wyoming

5) Which famous scientist formulated the theory of relativity?

Albert Einstein

6) What is the name of the world's largest coral reef system, located in Australia?

Great Barrier Reef

7) What is the name of the famous British naturalist who developed the theory of evolution by natural selection?

Charles Darwin

8) What is the name of the famous American inventor who developed the light bulb and the phonograph?

Thomas Edison

9) What is the name of the largest country in South America?

Brazil



10) What is the name of the famous British monarch who ruled for over 63 years and oversaw the expansion of the British Empire?

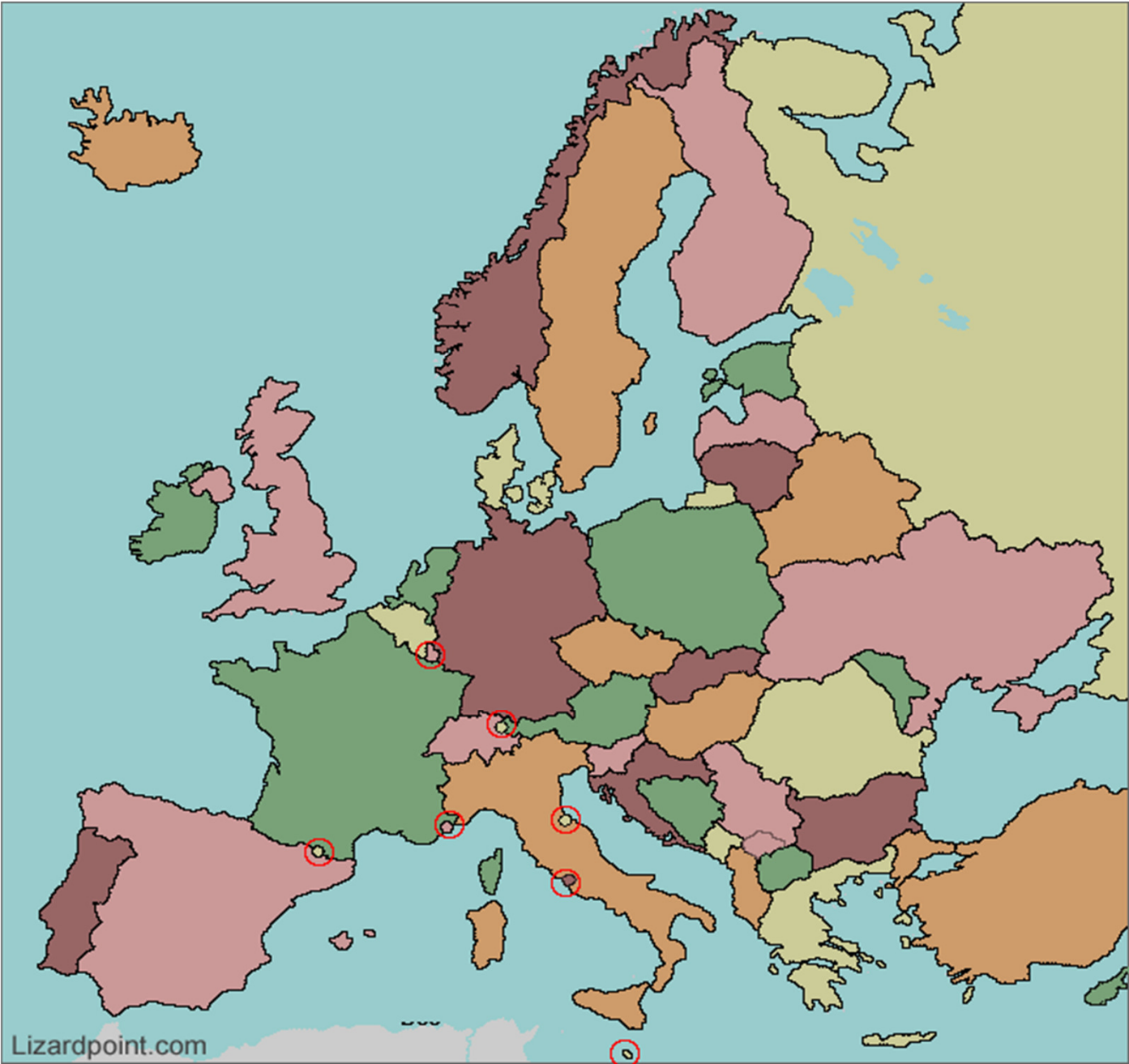
Queen Victoria

Claremont Newsletter

AUGUST 2023



Europe: countries quiz



Test your geography knowledge....44 to find!
Answers in next edition