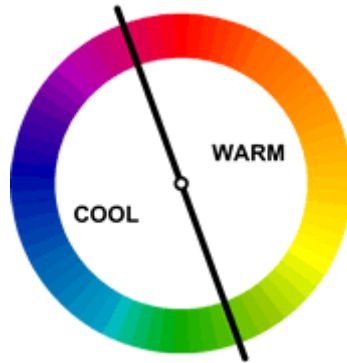




BLACKTHORN HEALTH CENTRE NOVEMBER NEWSLETTER 2017



KEEP WARM, KEEP WELL.

Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm.

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression.

The chances of these problems are higher if you're vulnerable to cold-related illnesses because of one or more of the following:

- you're over 65
- you're on a low income (so can't afford heating)
- you have a long-term health condition, such as heart, lung or kidney disease or you are disabled.

Fuel poverty facts

On average, there are around 25,000 excess winter deaths each year in England. There is strong evidence that some of these winter deaths are indeed 'extra' and are related to cold temperatures as well as infectious diseases such as flu.

In 2013 there were 2.35 million households in England in fuel poverty. This is when a household is living below the poverty line and has higher than average energy bills.

Keep your home warm

If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C. It's a good idea to keep your bedroom at this temperature all night if you can. During the day you may prefer your living room to be slightly warmer. Make sure you wear enough clothes to stay warm. If you're under 65, healthy and active, you can safely have your house cooler than 18C, if you're comfortable. You can also use a hot water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.

Eat well in winter

Food is a vital source of energy, which helps keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.

Stay active

We all know that exercise is good for your overall health - and it can keep you warm in winter. If you can stay active, even moderate exercise can bring health benefits. If possible, try not to sit still for more than an hour or so. Remember to speak to your GP before starting any exercise plan.

Wear warm clothes

Wrap up warm, inside and out. Wear lots of thin layers - clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat. Wear shoes with a good grip to prevent slips and falls when walking outside. If possible, stay inside during a cold period if you have heart or respiratory problems.

Cold weather benefits

You may also be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment and Cold Weather Payment.

Winter Fuel Payment

A Winter Fuel Payment of between £100 and £300 tax-free is available to help you pay your heating bills if you were born on or before May 1953.

Cold Weather Payment

Cold Weather Payment may be available to you if you receive certain benefits. Payments are made when your local temperature is either recorded as, or forecast to be, an average of 0C or below over seven consecutive days. You'll get a payment of £25 for each seven-day period of very cold weather between November 1st and March 31st.

Help your neighbours in winter

Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines to avoid going outdoors unnecessarily.

Attendance/Non-Attendance by Patients

In the month of **OCTOBER**, **131 Appointments** were not attended this equated to **27.3 HOURS** of GP, Nurse and Health Care Assistant time being wasted.

Please make sure you cancel any appointments that you no longer need in good time so that they may be offered to another patient.

Cancelling your appointment is even easier now if you receive Text reminders as you are able to send a text back to cancel any appointments that you no longer require. Simply follow the instructions when you receive your reminder text. You can also call the surgery, choosing Option 4 and leave a message.

For more information and how to register please visit:

<https://patient.emisaccess.co.uk>

When the Surgery is closed

If you have a healthcare need when the Surgery is closed please see contact details below:-

NHS Out of Hours Service. Tel No: 111

If you have a life threatening emergency please Telephone 999

A&E is under intense pressure please do not attend for minor ailments or problems

Reception Private Side Room

Should you wish to speak to a member of staff in private please be advised that the side room next to our main Reception Desk is available for patients or visitors at all times so they may speak to a member of staff in total confidence.

Blackthorn Health Centre Contact details

Email: WHCCG.BlackthornHealthCentre-reception@nhs.net

Website: www.blackthornhealthcentre.org.uk

Telephone: 02380 453110

Fax: 02380 452747



WHERE TO GO FOR TREATMENT

Self-Care	Grazed knee Cough or cold Sore throat	Make sure your medicine cupboard is stocked up with over the counter remedies
Pharmacy	Diarrhoea Runny nose Headache Eye Infections (2 years +)	For advice on common illnesses and medicines to treat them
NHS 111	Unsure Unwell Confused Need to know where to go outside of GP opening hours	Outside your normal GP opening hours of when you need medical help fast and it is not a 999 emergency
eConsult (WebGP)	Before calling your GP	Illnesses which do not need a physical examination
Blackthorn Health Centre	Ear pain Backache Throat Infection Sprains & Cuts	If you have an illness or injury that will not go away, contact the surgery
Minor Injuries Unit	Minor breaks / fractures	Where a Diagnostic examination (for example an X-Ray or Ultrasound) is needed
A&E & 999	Choking Chest Pain Blackout Blood loss	Life threatening situations and emergency