

## Got a cough? Cold? Rash? Ear ache? Sore throat? Urine infection?

### See our Urgent Nurse – quick and easy access to effective diagnosis and treatment

Often these illnesses are not serious and can be treated with home remedies or with advice from a good pharmacist. However, if you have done this and are still worried, rather than wait for a GP appointment, you can see our urgent nurse the same day.

Our Practice Nurses have been trained by our GPs in how to assess and manage these conditions and they work to written guidance. There is a dedicated GP available to support the nurses if they are concerned about you and, if you need one, the nurses will organise a prescription in your appointment.

By seeing the Minor illness/Urgent nurse for these conditions, it means that you don't have to wait as long AND it means the GP appointments are available for patients who need them for more complex medical problems.

You can be reassured you are getting excellent treatment when you see our Nurses as we have been running the service for a long time. In 1994 we set up one of the first ever minor illness services provided by Practice Nurses. 20 years on, the service has seen 150,000 patients who have a minor illness such as a cough, sore throat, ear ache or rash. To test this we recently reviewed patients who have been seen by the Nurses in this clinic. Over three weeks, 177 patients were seen. The most common illness was upper respiratory infections such as coughs, chest infections and colds. Other common problems were Urine infections, ear pain, rashes and sore throats. 89% of patients were treated fully by the Urgent Nurse in one appointment and did not need to return. We are confident that our nurses correctly diagnose and manage minor illness.

#### To all Mums to be....

When you first see your GP about your pregnancy, please ask at reception for a 'Congratulations on your pregnancy' form.

Once completed the form will go to the midwife who can start arranging your maternity care.

#### To all parents.....

Some schools are asking GPs to provide prescriptions for over-the-counter medication for children, saying they will not administer such medication unless it is prescribed by a GP.

GPs do not normally prescribe OTC medications for any patient, including children, and a doctor's prescription is not required before administering such medicines to a child.

It is appropriate for OTC medicines to be given, or authorised, by parents when they consider it necessary and an appointment for a child with their GP for the sole purpose of acquiring a prescription for an OTC medicine to satisfy a nursery or school is a misuse of GP time.

Reception: 444666  
Prescriptions: 446006  
[www.eastquaymedicalcentre.com](http://www.eastquaymedicalcentre.com)

Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141

## Medicines for Self-Care

Somerset Clinical Commissioning Group has made the decision to advise our GPs not to prescribe certain medicines that can be obtained over the counter in pharmacies and some supermarkets.

These medicines include the following:

- Hay Fever preparations
- Pain killers for minor aches and pains
- Cough and cold remedies
- Treatment for non-serious constipation or diarrhoea
- Athletes' foot creams and powders
- Verruca and wart treatments

Plus many more

The decision has been taken for a number of reasons:

- Somerset we are working to ensure patients feel more empowered and informed to manage their own health
- Somerset spent almost £5 million last year on these medicines which is no longer affordable
- All of these products, are the same strength that the GP had been prescribing, and are readily available over the counter.
- Some of them do not actually work very well, e.g cough syrups
- This money could be better spent on more serious conditions such as cancer, heart disease and mental health.
- Funding is needed to continue prescribing for chronic long term conditions such as arthritis, diabetes, asthma and more severe eczema.

### Have you moved house?

If you move house PLEASE let us know so we can update your record.  
If you are receiving treatment at any hospital as well, PLEASE let the hospital know as well.

### Please tell us if you have private health insurance

Only 50% of people who have private health insurance actually use it, perhaps because they've forgotten it comes with their job, or they just feel embarrassed about mentioning it to the doctor.

Using your private health insurance helps take the pressure off the NHS.

### Do you need local, private, health treatments?

At East Quay Health we provide a range of private treatments at affordable prices, to include vasectomy and the removal of lumps and bumps

We provide full pre and post-operative information so you know exactly what to expect

We also offer Private Counselling at East Quay

For more details please contact Karen on 01278 440409 or look at our website

[www.eastquayhealth.co.uk](http://www.eastquayhealth.co.uk)