Summer Quay Points

The Patient Newsletter for East Quay Medical Centre

Summer 2025



THINK PHARMACY

Your local pharmacist can provide some prescription medicines for seven conditions, if needed, without a GP appointment.

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local community pharmacy team.

Going to your local pharmacy offers an easy and convenient way to get clinical advice on minor health concerns – you don't need an appointment, and you can be seen in a private consultation room if you prefer.

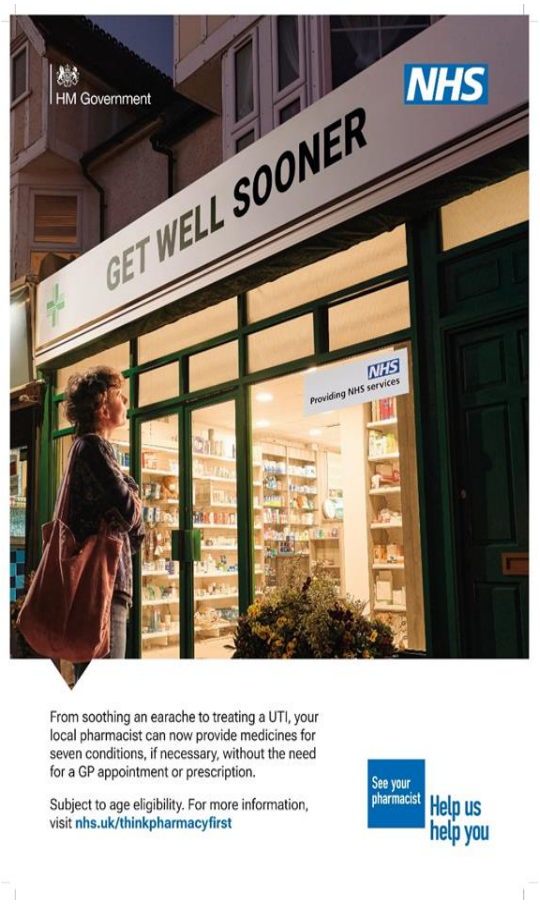
Pharmacists have the right clinical training to make sure you get the help you need and can also signpost you to your general practice team, A&E or other relevant local service where necessary.

NHS England has launched a new Pharmacy First Service to provide prescription medicines for seven conditions without a GP appointment.

These conditions include:

Clinical Pathway	Age range
Earache	1 to 17 years
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Impetigo	1 year and over
Uncomplicated urinary tract infections	16 to 64 years

The new service aims to free up to 10 million GP appointments a year, making it easier and more convenient for the public to access healthcare on their high street. It will primarily target working-age adults (18-40) who may experience minor health conditions. It will also reach ethnic minority groups and those with disabilities, to ensure it is addressing key health inequalities.



Pharmacies also offer free blood pressure checks

Hay Fever

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.

Check if you have hay fever

Symptoms of hay fever include:

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ears
- loss of smell
- pain around the sides of your head and your forehead
- headache
- feeling tired

Symptoms are usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Hay fever can last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks.

How to treat hay fever yourself

There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high.

DO

- ✓ put petroleum jelly (such as Vaseline) around your nostrils to trap pollen
- ✓ wear wraparound sunglasses, a mask or a wide-brimmed hat to stop pollen getting into your nose and eyes
- ✓ shower and change your clothes after you have been outside to wash pollen off
- ✓ keep windows and doors shut as much as possible
- ✓ vacuum regularly and dust with a damp cloth
- ✓ try to use a pollen filter in the air vents of your car, if you have one, and a HEPA filter in your vacuum cleaner

DON'T

- × do not cut grass or walk on grass
- × do not spend too much time outside
- × do not keep fresh flowers in the house
- × do not smoke or be around smoke – it makes your symptoms worse
- × do not dry clothes outside – they can catch pollen
- × do not let pets into the house if possible – they can carry pollen indoors




NHS
Somerset
HAYFEVER SYMPTOMS?
You do not need to see a Doctor or have a prescription for hayfever medicines
Your Community Pharmacist can offer advice on how to avoid triggers and how to treat your hayfever
Many treatments are inexpensive and can be bought from a community pharmacy or supermarket
Please help us save NHS resources which could be invested in improving local healthcare services

What is blood pressure?

In your body, it's the force with which blood flows through your arteries, the blood vessels that carry blood from your heart to the rest of your body.

It's helpful to think of blood pressure like the force of water flowing through a hose. Blood pressure is measured using two numbers:

- Systolic pressure: this is the higher of the two numbers. It's the pressure against your arteries when your heart is pumping blood around your body.
- Diastolic pressure: this is the lower of the two numbers. It shows how much pressure is in your arteries when your heart relaxes between beats.

They're both measured in millimetres of mercury (mmHg).

The risks of having high blood pressure

If your blood pressure is too high, it puts extra strain on your blood vessels, heart and other organs, such as the brain, kidneys and eyes.

Persistent high blood pressure can increase your risk of a number of serious and potentially life-threatening health conditions, such as:

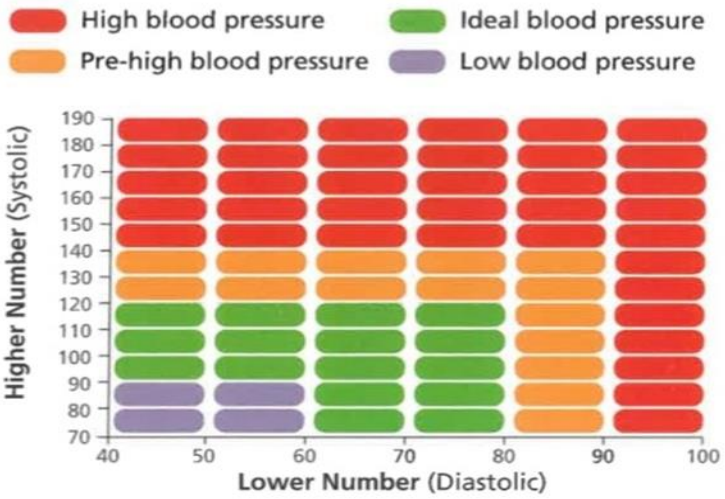
- Heart disease
- Strokes
- Heart attacks
- Vascular dementia
- And more

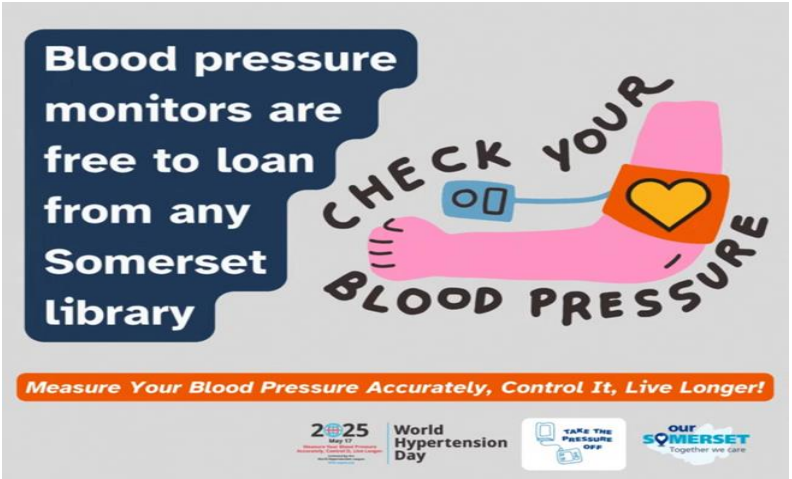


Understanding your numbers

Once you know your numbers, you can use the blood pressure chart opposite to see what they mean and if your blood pressure is in the healthy range. The chart is suitable for adults of any age, as the cut-off point for diagnosing high blood pressure doesn't change with age.

Simply find your top number (systolic) on the left side of the chart and your bottom number (diastolic) on the bottom. Where the two lines meet is your blood pressure.







SURGERY

CAR PARKING

Wickes

Wickes have been in touch. The Store Manager has confirmed that he is happy for East Quay patients to park in the customer car park whilst having an appointment at East Quay etc.

It is important to avoid parking near the Wickes loading bay - also opposite our exit - as large lorries need to park up and unload. So for safety of the road users and vehicles, avoid parking near our exit and the Wickes loading bay please.

Of course, we encourage those who use the car park to visit the store and support them too.

The Store Manager said:

"I fully appreciate what a vital service East Quay provides for the community…I just wanted to make you aware that the patrons of East Quay are welcome to park in our carpark and have a full 90 minutes if they wish, I know a few do already but I am hoping if you make them aware this might take the pressure off the Symonds Way and prevent any incidents / accidents in the future. There have been new signs put up by G24 but nothing has changed. This was due to a complaint that the signs were not clear when someone had stayed overnight"

We at East Quay really appreciate Wickes being such a good neighbour and thank the Store Manager for reaching out.

Disabled parking bays are located at the front of the surgery

Please remember when parking in the surgery car park that the yellow disabled parking bays are only to be used by blue badge holders.

The bays are **NOT** for dropping off, or to be parked in without displaying a blue badge.

Not all disabilities are visible, but please respect the people who do park in these parking bays who are blue badge holders.
Thank you



NHS

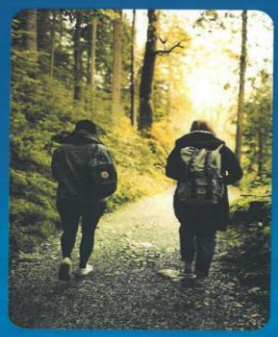
We are here to help you.

Thank you for treating us with respect.



HEALTH AND WELLBEING SUPPORT

You can now access 1:1 coaching sessions to guide you as you add healthy movement into your life.



ENJOYING MOVEMENT

FEELING HEALTHY

PRACTICAL SOLUTIONS

Take your first step to a healthier future go to:
https://www.sasp.co.uk/forms/view/hwc

sasp Somerset Activity & Sports Partnership

NHS

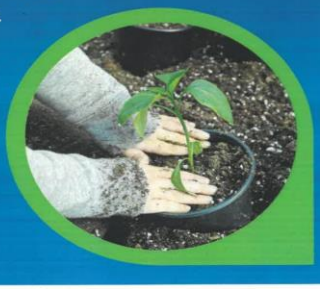
Your Health and Wellbeing Coaches support individuals with long term health conditions to live fulfilling, active lives.

We can point you towards community groups allowing you to build friendships while starting to move more.



The appointments will be an open conversation allowing you to discuss goals and needs.

We can help you access fun, safe activities and guide you as you overcome your challenges.



sasp Somerset Activity & Sports Partnership

NHS

Are you travelling abroad this summer?

If you plan to travel outside the UK, you may need to be vaccinated against some of the serious diseases in other parts of the world.

Vaccinations are available to protect you against infections such as yellow fever, typhoid and hepatitis A.

In the UK, the NHS routine immunisation (vaccination) schedule protects you against a number of diseases but does not cover all of the infectious diseases found overseas.

Changes to service at East Quay Medical Centre.

The main change to our service is that we are unable to provide a service for any non- NHS vaccines at the current time. However, not to worry! You can still get your much needed travel vaccines from other providers. The easiest option for you to get your travel vaccinations now would be to visit a comprehensive travel service, as they will be able to do all of your vaccinations at once. Some providers include:

- Boots Pharmacy
- Superdrug Pharmacy
- Bath Travel Clinic (NOMAD)
- Masta Travel Health

You can find other providers by searching online or phoning around to pharmacies.

We know it is far from ideal, and we apologise for making this a little harder. While we can still offer travel advice and NHS vaccines, we can't provide the full service of all vaccines needed due to some not being NHS funded and because we need to focus all of our resources on medical needs due to unprecedented demand and need post-covid, also due to pressures already within the NHS. Rest assured; we can however provide you with an overview of your immunisation history it this is needed by the travel vaccination service that you go to. You will just need to let us know.

Which travel vaccines do I need?

Some countries require proof of vaccination (for example, for polio or yellow fever vaccination), which must be documented on an International Certificate of Vaccination or Prophylaxis (ICVP) before you enter or when you leave a country.
Not all travel vaccinations are available free on the NHS, even if they're recommended for travel to a certain area.
Other non-NHS travel vaccines will be charged.
You'll have to pay for travel vaccinations against:

- hepatitis B
- Japanese encephalitis
- meningitis vaccines
- rabies
- tick-borne encephalitis
- tuberculosis (TB)
- yellow fever

Yellow fever vaccines are only available from designated centres.

The cost of travel vaccines that are not available on the NHS will vary, depending on the vaccine and number of doses you need. It's worth considering this when budgeting for your trip.

Which travel vaccines are free?

The following travel vaccines are available free on the NHS if your GP practice is signed up to provide vaccination (immunisation) services.

•polio (given as a combined diphtheria/tetanus/polio jab)
•typhoid
•hepatitis A

These vaccines are free because they protect against diseases thought to represent the greatest risk to public health if they were brought into the country.

How do I stay healthy on my trip?

Water

Diseases can be caught from drinking contaminated water, or swimming in it.
Unless you know the water, supply is safe where you are staying,
ONLY USE (in order of preference)

1. Boiled water
2. Bottled water or canned drinks
3. Water treated by a sterilising agent.

This includes water used to make ice cubes in drinks and water for cleaning your teeth

Swimming

It is safer to swim in water that is well chlorinated. If you are travelling to Africa, South America or some parts of the Caribbean, avoid swimming in freshwater lakes and streams. You can catch a parasitic disease called schistosomiasis from such places. This disease is also known as Bilharzia. It is also wise never to go barefoot, but to wear protective footwear when out, even on the beach. Other diseases can be caught from sand and soil, particularly wet soil.

Personal Hygiene

Many diseases are transmitted by what is known as the 'faecal-oral' route. To help prevent this, always wash your hands with soap and clean water after going to the toilet, before eating and before handling food. Using hand gel is another sensible option.

Insect Bites

Mosquitoes, certain types of flies, ticks and bugs can cause many different diseases. e.g. malaria, dengue fever, yellow fever. Some bite at night, but some during daytime so protection is always needed.

Avoid being bitten by:

- Cover up skin as much as possible if going out at night (mosquitoes that transmit malaria bite from dusk until dawn). Wear loose fitting clothes, long sleeves, trousers or long skirts.
- Use insect repellents on exposed skin. (DEET containing products are the most effective. A content of up to 50% DEET is recommended for tropical destinations). Clothes can be sprayed with repellents too or clothing specific sprays. Check suitability for children on the individual products. If using sunscreen always apply first, followed by an insect repellent spray on top.
- If room is not air conditioned, but is screened, close shutters early evening and spray room with knockdown insecticide spray. In malarious regions, if camping, or sleeping in unprotected accommodation, always sleep under a mosquito net (impregnated with permethrin). Avoid camping near areas of stagnant water, these are common breeding areas for mosquitoes etc.
- Electric insecticide vaporisers are very effective as long as there are no power failures!
- There is no scientific evidence that electric buzzers, savoury yeast extract, tea tree oil, bath oils, garlic and vitamin B are effective.
- Homeopathic and herbal medications should NEVER be used as an alternative to conventional measures for malaria prevention.

How to stay safe on my travels

Personal safety and security

The Foreign and Commonwealth Office (FCO) provide excellent information about this. They have information for many different types of travel and also advise on travel to specific destinations in times of political unrest and natural disasters. Please go to their website for more information at **https://www.gov.uk/government/organisations/foreign-commonwealth-office**

Insurance cover

•Take out adequate insurance cover for your trip. This should possibly include medical repatriation as without it, this service is extremely expensive if needed.
•If you have any pre existing medical conditions, make sure you inform the insurance company of these details and check the small print of the policy thoroughly.
•If you travel to a European Union country, make sure you have obtained an EHIC card before you travel which takes some time to obtain. Further information about the EHIC is found at **http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/Applyingandrenewing.aspx**
•Please note, additional travel insurance is still advised even if you have an EHIC card

Air Travel

It is sensible on any long haul flight to be comfortable in your seat. Exercise your legs, feet and toes while sitting every half an hour or so and take short walks whenever feasible. Upper body and breathing exercises can further improve circulation. Drink plenty of water and be sensible about alcohol intake which in excess leads to dehydration. Further information can be obtained from the websites detailed at the end of this leaflet with more specific advice and information on travel-related deep vein thrombosis.

Sun and Heat

Sunburn and heat-stroke cause serious problems in travellers but in the long term can be a serious cause of skin cancer. There is no such thing as a safe suntan, but the following advice should be taken:

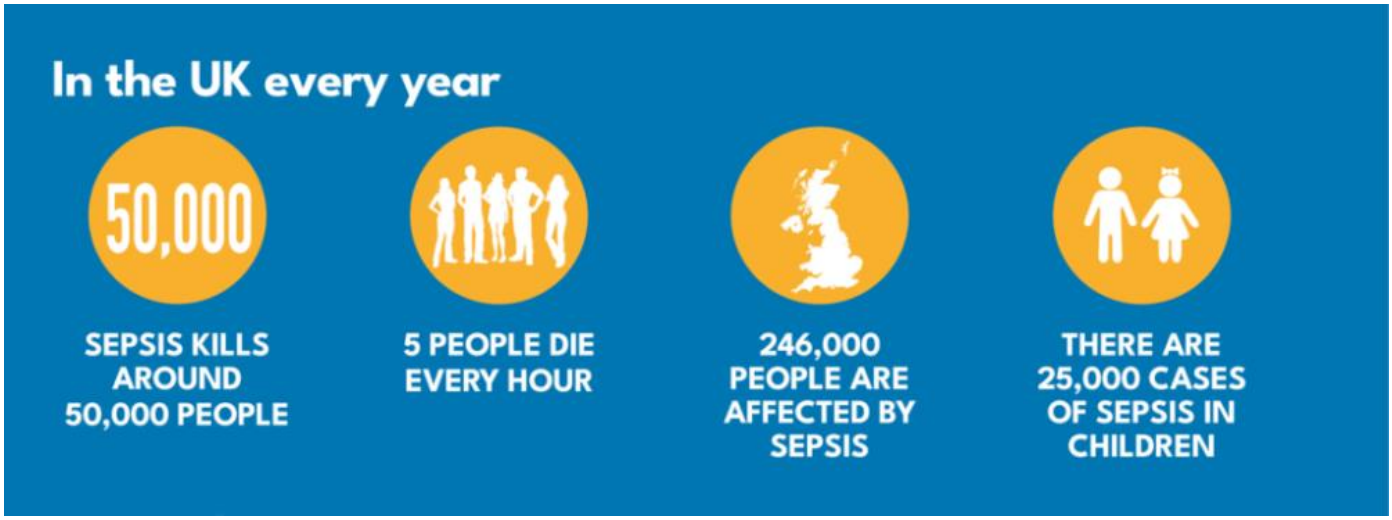
Precautionary guidelines

•Increase sun exposure gradually, with a 20-minute limit initially.
•Use sun blocks which contain both UVA and UVB protection and sufficient sun protection factor (SPF) and a minimum of SPF 15. Children under 3 years should have a minimum of SPF 25 and babies under 6 months should be kept out of the sun at all times. Reapply often and always after swimming and washing. Read manufacturer instructions
•Always apply sunscreen first followed by an insect repellent spray on top
•Wear protective clothing – sunhats, T shirts and sunglasses etc.
•Avoid going out between 11am - 3pm, when the sun's rays are strongest
•Take special care of children and those with pale skin/red hair
•Drink extra fluids in a hot climate – be aware alcohol can make you dehydrated

Enjoy your vacation!



SEPSIS



These statistics show how common sepsis is in the UK and worldwide. They highlight how important it is to be aware of the condition:

- It's believed that sepsis accounts for around 50,000 deaths every year in the UK. This is more than the total combined number of deaths due to breast, bowel and prostate cancer.

- An estimated 25,000 children in the UK are diagnosed with sepsis every year.
- Globally, sepsis affects around 49 million people annually. That's roughly 134,000 people every day (source: The Lancet).
- 11 million people worldwide die from sepsis each year, representing one in five of all deaths around the world (source: The Lancet).

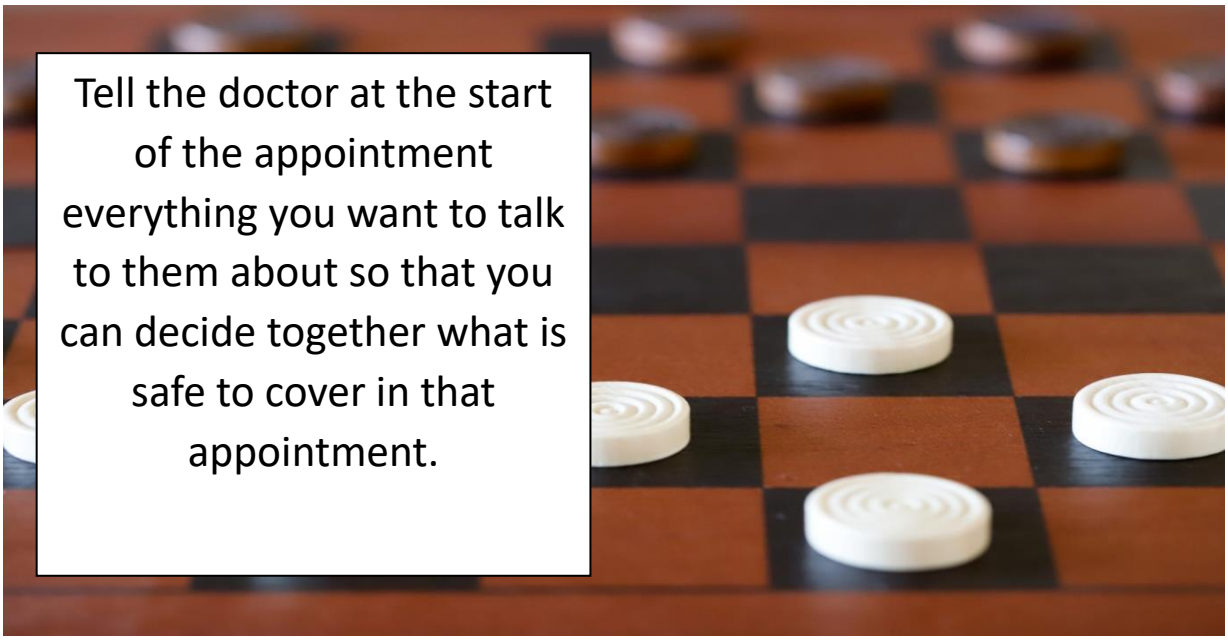
Our aim is to improve the survival rate of sepsis, and if we are to reduce how many people needlessly die from it each year, the condition must be better understood and recognised.



Get the Best from your Consultation



Doctors' appointments are only 10 or 15 minutes.
Doctors are highly trained and experienced to be able to assess your symptoms from the history you give, and any examination required.
However, it becomes difficult if you bring more than one or two problems to the consultation – especially if they are new and complex problems.
If you have a number of complex things you wish to discuss, please book a double appointment or be prepared to come back for the less pressing problems at another time.



Tell the doctor at the start of the appointment everything you want to talk to them about so that you can decide together what is safe to cover in that appointment.

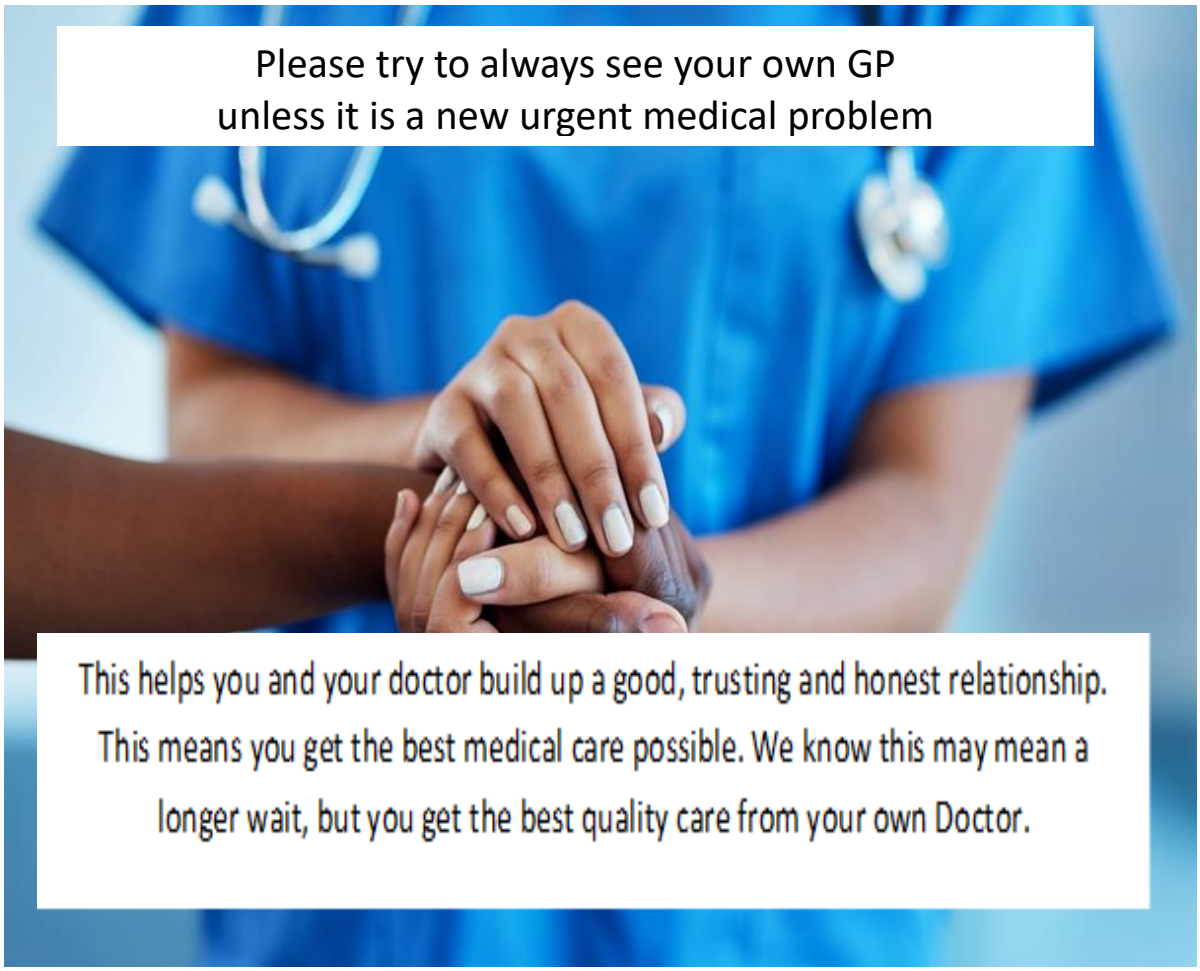
We know our waiting lists are long and we work as hard as possible to see you as soon as we can.

We are as unhappy and frustrated with the waiting time as you are.

Please don't waste your valuable appointment time complaining to the Doctor about the waiting time.

Instead make the most of the time you have by focussing on YOUR medical problem.





Before your consultation it is often helpful to think about what you want to tell the Doctor or Nurse.

This should mean that when you are speaking to them you remember to tell them everything you are worried about, or feel is relevant to help the doctor help you.



RC GP Royal College of General Practitioners

NHS

Armed Forces veteran friendly accredited GP practice

CERTIFICATE *of* ACCREDITATION

Awarded to

for meeting the standards required to become an Armed Forces veteran friendly accredited GP practice and supporting the health commitments of the Armed Forces Covenant

ARMED FORCES COVENANT

Professor Kamila Hawthorne, Chair of Council RCGP

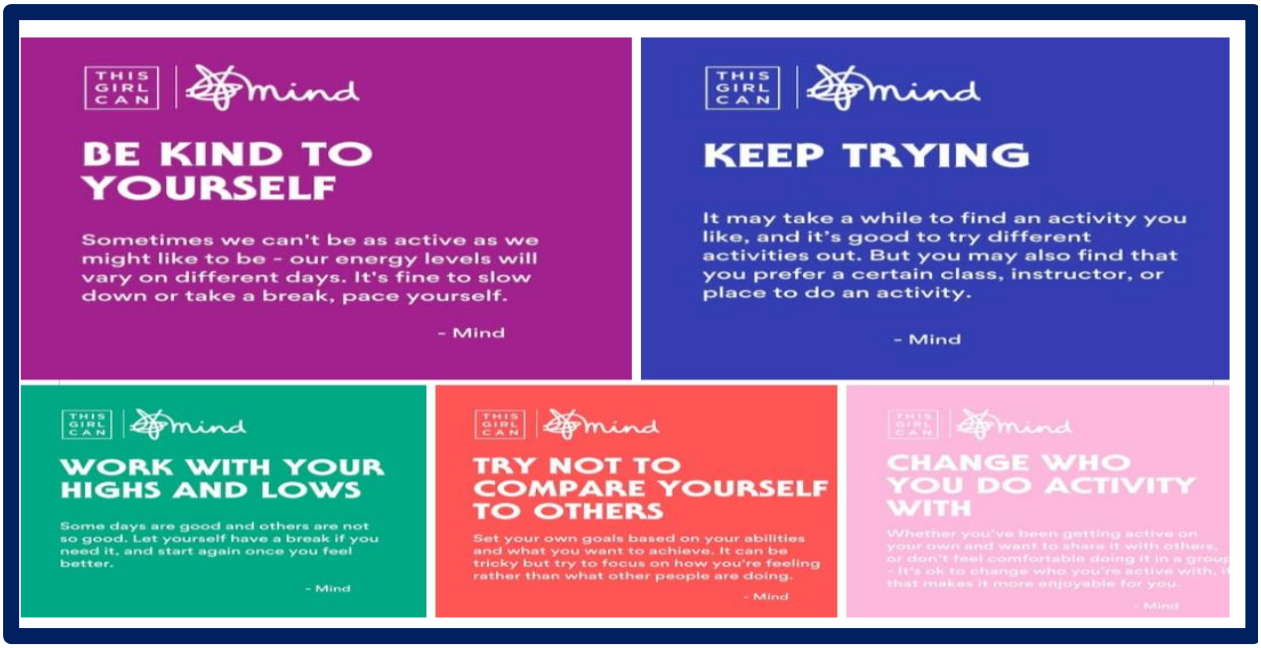
Dr Jonathan Leach, Medical Director for Armed Forces Health, NHS England and NHS Improvement

Kate Davies CBE, Director of Health & Justice, Armed Forces and Sexual Assault Services Commissioning, NHS England and NHS Improvement

Date

The fear of judgement can take hold when taking those first step back into getting active – it's completely normal to feel that way.

Our friends at Mind share their top tips for building your confidence back up.



TURN ON PUSH NOTIFICATIONS IN THE NHS APP

This is especially important as many hospital appointments show on the NHS app - which is very helpful with the postal service being slow and unreliable!

If you use the NHS App please make sure you turn on notifications to get messages through rather than by text. And don't worry – if you don't have the NHS app, have notifications switched off, or if the message isn't read within 60 minutes, it will send automatically by text. For those without text, we write or call.
Obviously everything we can do at the moment to save precious NHS resource is key. So if you are happy using it, please do! Read here for information on how to get these notifications:

Applications are now open for 30 hours a week of funded childcare from 9 months old from September.

Putting money back in your pocket and making the juggle of family life a bit easier.

If you're a parent, check what you're eligible for and claim your code for September at: **childcarechoices.gov.uk.**



You can now find us on Facebook

Under "East Quay Medical Centre"

This page is updated regularly with all relevant information and support.

ROWLANDS PHARMACY

OPENING HOURS

MONDAY 9am – 6pm
TUESDAY 9am-6pm
WEDNESDAY 9am-6pm
THURSDAY 9am-6pm
FRIDAY 9am-6pm
SATURDAY – CLOSED
SUNDAY – CLOSED

PLEASE AVOID BETWEEN 1PM – 2PM

EAST QUAY MEDICAL CENTRE

Our surgery details:
East Quay Medical Centre
Esat Quay
Bridgwater
TA6 4GP

Reception 01278 444666
Prescriptions 01278 446006
www.eastquaymedicalcentre.com

- Onsite Opticians: 01278 440440
- Onsite Pharmacy: 01278 423015
- Onsite Dentist: 01278 411141

East Quay Vision



Here at East Quay Vision, we are delighted to announce that we will now be running an additional clinic every week. Clinics will run on a Monday and a Friday. Offering you a wide range of hearing services, including FREE full hearing assessments, with our partners **The Hearing Care Partnership**.
Our audiologist will be on hand to provide you with expert advice, no matter what your hearing concern is, so why not book your FREE hearing assessment today? Call the team on 01278 440440 to book your appointment now!