



## Flu- Symptoms and how to self-treat

**You can often treat the flu without seeing your GP and should begin to feel better in about a week.**

### **Check if you have flu**

Flu symptoms come on very quickly and can include:

- a sudden fever – a temperature of 38C or above
- an aching body
- feeling tired or exhausted
- a dry cough
- a sore throat
- a headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- nausea and being sick

The symptoms are similar for children, but they can also get pain in their ear and appear less active.

### **How to treat flu yourself**

To help you get better more quickly:

- rest and sleep
- keep warm
- take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- drink plenty of water to avoid dehydration (your pee should be light yellow or clear)

### **A pharmacist can help with flu**

A pharmacist can give treatment advice and recommend flu remedies.

Be careful not to use flu remedies if you're taking paracetamol and ibuprofen tablets as it's easy to take more than the recommended dose.

Speak to a pharmacist before giving medicines to children.

### **How to avoid spreading the flu**

Flu is very infectious and easily spread to other people. You're more likely to give it to others in the first 5 days.

Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu:

- wash your hands often with warm water and soap
- use tissues to trap germs when you cough or sneeze
- bin used tissues as quickly as possible

### **How to prevent flu**

The flu vaccine reduces the risk of catching flu, as well as spreading it to others. It's more effective to get the vaccine before the start of the flu season and so we encourage you to attend as soon as possible.

# Flu Clinic dates for 2019

Saturday 28th September - Adult flu clinic

Thursday 3rd October

Tuesday 8th October

Thursday 17th October

Tuesday 22nd October

Thursday 31st October

Tuesday 5th November

Tuesday 19th November

Thursday 28th November

Saturday 26th October –Children's flu clinic



**If you are eligible for a flu vaccination please pop along to reception to book yourself into one of the above clinics.**

## Flu vaccine overview

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week.

But flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them.

## Who should get the flu vaccine?

The flu vaccine is routinely given on the NHS to:

- adults 65 and over
- people with certain medical conditions (including children in at-risk groups from 6 months of age)
- pregnant women
- children aged 2 and 3 on 31 August 2019
- children in primary school – THESE WILL BE DONE IN THE SCHOOL PROGRAMME
- frontline health or social care workers
- Informal carers

## Here are a selection of groups available in our area for you and your families :

### Classes & Groups on at Bridgwater Arts Centre

11-13 Castle Street, Bridgwater, TA6 3DD

#### **YOUNG MUSICAL THEATRE COMPANY – Mondays from 5.30 pm**

YMTC specialise in providing high quality performing arts learning and experience in an all-inclusive environment. Our specialised trained staff have a wealth of experience to pass on to your people. Contact [ymtcgroup@gmail.com](mailto:ymtcgroup@gmail.com)

#### **UKELELE CLUB – Every Tuesday evening – 7pm start**

Our friendly and social Ukelele club has only been running since early June 2019 but is already attracting a lot of attention. Regardless if you are a beginner or a seasoned pro, hath Uke will strum. Run by Bruce Jones, it's just £1.00 per person per week with all proceeds going into the AC's coffers. The Ukelele Orchestra of Great Britain had better watch it's step!

#### **TUESDAY MORNING VOICES – Every Tuesday during term time – 10.30 am – 12 pm. Starts 17th September – £5 a session**

A fun and lively choir with experienced Choral director Elaine Thorneycroft-Gibb. No experience required, all levels of vocal ability welcome. For more details contact [elaine@thorneycroftgibb.plus.com](mailto:elaine@thorneycroftgibb.plus.com)

#### **BRIDGWATER COMMUNITY CHOIR – Rehearsals every Wednesday from 7.30 pm**

Acapella choir singing, classical, folk, gospel, musicals and pop. Contact: [bridgwatercommunitychoir@gmail.com](mailto:bridgwatercommunitychoir@gmail.com) for details.

#### **YOGA WITH MEL – Thursday evenings 7.30 pm – 8.45 pm**

£8.00 per session. Contact [melblackshaw@gmail.com](mailto:melblackshaw@gmail.com)

#### **WILLOW GROUP CANCER SUPPORT – Fridays 10am – 12 pm – FREE**

A friendly, sociable cancer support group. A group of people who have been touched by Cancer either as patients or as a family/carer of a patient. The group is non judgemental and their aim is to understand and share everyone's individuality. Coffee and Cake helps!!!!

#### **TALKING CAFE – Thursday mornings 10 am – 1 pm**

Multi-agency information Café providing free advice and support. Provides a place for the community to access several agencies in one location in an informal, relaxed environment. Come along for advice and support with professionals and volunteers you can trust – from health to finance – support is here for you.

#### **MIND IN SOMERSET ART GROUP – Fridays 2 pm to 4 pm**

Open access art group – all ages and experience welcome. A great opportunity to meet up regularly and develop your creative side in a friendly and supportive environment. Contact [rachel.gundry@mindsomerset.org.uk](mailto:rachel.gundry@mindsomerset.org.uk) or Mind Taunton Office on (01823) 334906

# What are e-cigarettes/vaping?

E-cigarettes (electronic cigarettes) are devices designed to create the sensation of smoking and usually provide a dose of nicotine, without involving the use of tobacco.

E-cigarettes:



- Are battery-powered devices designed to look and feel like cigarettes.
- They come in various shapes or sizes but basically consist of a reservoir for a liquid that is heated up to form a vapour. Some are disposable whilst others are refillable.
- The liquid usually contains nicotine, flavourings and other chemicals.
- The liquid comes in all kinds of flavours.
- They are considered a safer option to smoking tobacco for people addicted to nicotine.

E-cigarettes are also known as 'e-cigs' and 'cigalikes'. They were invented in China in 2003 and have become increasingly popular all over the world. They have a container which acts as a reservoir and is filled with liquid. There is a tiny battery at the bottom. The battery powers a coil which heats up a liquid that produces a vapour. The idea is to suck on the mouthpiece of the device to inhale the vapour. This is then breathed out (exhaled) in what is supposed to look like smoke (although in reality it resembles a cloud of steam). Smoking an e-cigarette is often referred to as 'vaping'.

Liquid refills can be bought separately and come in every conceivable flavour from aniseed to rhubarb and custard. Some people buy non-nicotine liquids, presumably because they just like the taste.

## What are the benefits?

Current evidence suggests that e-cigarettes are 95% safer than tobacco. This even applies to pregnant women. The research done so far suggests that they are at least as effective as other forms of nicotine replacement therapy in helping people stop smoking. One study suggests that daily use of a tank device is the best option for most people. E-cigarettes are not intended to be used alongside ordinary cigarettes but are intended to replace them. They are best used as part of a stop smoking programme. In the UK free face-to-face support can be obtained from local NHS advisers.

## What are the risks?

E-cigarettes are not risk-free although it can't be repeated often enough that they are currently thought to be much less risky than cigarettes. As well as nicotine, they contain potentially harmful chemicals but at much lower levels than those found in cigarettes.

The short-term risks of e-cigarettes are therefore currently considered to be minimal compared to cigarettes, so if you are currently a smoker you would do well to start using them instead. If you have never been a smoker, it is pointless to take on the risk of using them, however small.

Unlike passive smoking, there is no current evidence that the vapour produced by e-cigarettes is dangerous to bystanders.

Because they are relatively new on the market, the long-term safety of e-cigarettes is not yet known. They are being monitored but information will need to be gathered over several years before any conclusions can be reached.

## Are e-cigarettes available on prescription?

Unlike other forms of nicotine replacement, e-cigarettes are not yet available on prescription in the UK. This is because although they are regulated by the Government, none of the products is yet registered with the Medicines and Healthcare products Regulatory Agency (MHRA). Registration with the MHRA for any pharmaceutical product is a long and expensive process and none of the manufacturers has yet considered it worthwhile to go down this route. However, there is talk that the Government may make it easier for e-cigarettes to be registered in the future. If this ever happens, you'll hear about it in the media.

## East Quay Medical Centre - Complaints and Compliments

At East Quay we aim to provide the best possible service for all our patients within the resources we have. We can only do this if we get your feedback. We have an active patient group of 'critical friends' who we use to get feedback from patients or discuss potential service changes. We also welcome all feedback from patients seriously and use it to continually improve the service we provide all our patients.

If we receive a compliment we share this with the individual and team involved as well as the GPs. We use these as an opportunity to ensure that good practice is established throughout the practice.

We also welcome any complaint, and view all complaints as an opportunity to see where things have gone wrong and make improvements to the service we give. This may be by educating the team, changing a procedure or process, or providing more patient education. All complaints are discussed (anonymously) with the patient group and in practice meetings so that we make the best improvements as a result.

We believe acting on a complaint as soon as possible – ideally as soon as we are aware a patient is unhappy. So, if you are unhappy with any aspect of our care or service, please tell us straight away. This means we can resolve the problem or explain why it has occurred, thus giving you the best possible outcome.

The Practice Manager, Rachel Stark, is the Responsible Person and Complaints Manager at East Quay. If you make a complaint or raise a concern Rachel will ensure that this is dealt with efficiently, and that you are kept informed whilst always treating you with respect and courtesy. She will fully and properly investigate your complaint and tell you the outcome of this investigation.

### Reminder about NHS England Customer Care Centre

The NHS England Customer Care Centre is available for patients to use if they have any complaint query or concern about GP services. This is the case whether the commissioning of primary care medical services is delegated to CCGs or whether it remains with NHS England & NHS Improvement.

The Customer centre provides patients with a helpful contact point and support when they have issues. The contact details below should be included in patient communications, this would include the practice leaflet, patient letters regarding complaints and registration issues.

Telephone: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

General Post (including complaints): NHS England, PO Box 16738, Redditch, B97 9PT

Website: <https://www.england.nhs.uk/contact-us/>



### 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

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

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

### Our Surgery details:

East Quay Medical Centre  
East Quay  
Bridgwater  
Somerset  
TA6 4GP

**Reception:** 01278 444666

**Prescriptions:** 01278 446006

[www.eastquaymedicalcentre.com](http://www.eastquaymedicalcentre.com)

**Onsite Opticians:** 440440

**Onsite Pharmacy:** 423015

**Onsite Dentist:** 411141