



**BURLINGTON**  
PRIMARY CARE

# Patient Newsletter

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Welcome to the third edition of our patient newsletter. Please read on for an update on everything that is happening in and around our Practice.

To make sure you are always up to date; please follow our page on Facebook which is regularly updated.  
[www.facebook.com/burlingtonprimarycare](http://www.facebook.com/burlingtonprimarycare)

Burlington Primary Care is very pleased to announce that we re-introduced our smoking cessation service this month.

Our experienced Health Care Assistant, Julie, will be providing the service to our patients who are keen to give up smoking. Julie will work closely with the patient and One Life Suffolk in order to help them kick the habit!

Previously this is something that we were exceedingly successful with, winning an award for three years!



## 2019 shutdowns

Practices in Ipswich & East Suffolk have a half day shut down once a month for GP's and staff to attend important training events. Shutdown dates for the rest of 2019 are as follows:

- Wednesday 11th September
- Thursday 10th October
- Wednesday 6th November
- Wednesday 11th December

From 1pm on the above dates no appointments will be provided but the Surgery phones will be manned by Care UK (out of hours provider)





You may have noticed a few new faces around the surgery. For more details read on....

We have three new Receptionists, Catherine Sanyanga, Donna Curtis and Julie Hammond. They have all settled in very well and are taking their new roles at Burlington Primary Care in their stride.

We are delighted to welcome our Practice Nurse, Ellie, back this summer after her maternity leave

Laura Letts, our Healthcare Assistant started with us at the end of last year and has been busy training and attending courses so that she can get more competencies under her belt. Laura has a long history working at Ipswich Hospital and is doing a brilliant job since her move to General Practice.

Shirley Scopes has joined us to cover maternity leave in our Prescription department. Shirley has many years of experience in General Practice and was a Dispensary Manager for over 15 years in another Suffolk Practice.

And finally, we were sad to see Dr Velusamy leave the Practice this summer, although you may still see him around from time to time as he will occasionally be working on a locum basis for us .

## Pathology Service changes

On the 2<sup>nd</sup> July Ipswich Phlebotomy Services within Riverside Clinic re-located  
To:  
476 - 478 Landseer Road  
(Next door to St James RC Church)  
Ipswich  
IP3 9LU



This will be a new and improved service to provide the Ipswich community with an **appointment** based clinic

- Patients are also encouraged to visit the ESNEFT website: [www.esneft.nhs.uk](http://www.esneft.nhs.uk) and search for **How to book a Blood Test appointment** at their convenience.
- Patients who are not familiar with making on-line appointments can have a relative or carer to make this on their behalf.
- Patients can still telephone to make an appointment if this is the preferred option on **0333 103 2220**

### Burlington Road Pharmacy

We understand there is some confusion regarding the ownership of Burlington Road Pharmacy. We would like to confirm that we are two separate entities and the Pharmacy is independently owned and managed by an external organisation. Any patient queries should be directed straight to the Pharmacy.

“We use technology every day to do our banking, book our holidays and do our food shopping.

The NHS App enables us to connect with the NHS in the same way – at a time and place that suits us.”

Dr Ian Pawson,  
GP partner, Brownlow Health



[www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

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## Get more control of your health and care

### Get the NHS App

A simple and secure way to access a range of NHS services on your smartphone or tablet



## Introducing the NHS App

The NHS App is the first app from the NHS for people across England.

Use the NHS App to:

- **book and cancel appointments**  
search for, book and cancel appointments at your GP practice
- **view your record**  
get secure access to your GP medical record
- **order repeat prescriptions**  
see your available medications and place an order
- **check your symptoms**  
find trusted information on hundreds of conditions and treatments and get instant advice
- **register to be an organ donor**  
easily manage your preferences on the NHS Organ Donor Register
- **choose how the NHS uses your data**  
register your decision on whether your data can be used for research and planning.

[www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

### The NHS App gives you more control over your health and care

Use it wherever you are, at any time of the day or night.

It puts information about your health and treatments at your fingertips. This means you can see it when speaking to a health and care professional, for example.

### A digital front door to the NHS

The NHS App has been designed with patients and healthcare professionals to be your digital front door to the NHS.

It is quick and easy to use and we will be adding new features in the coming months.

Apps are not for everyone so the NHS App won't replace existing services. You can still contact your practice in the usual ways if you prefer.



## Who can see my health record?

Approximately 98% of patients in England have a Summary Care Record already. The basic Summary Care Record is a list of what medication you're on and what you're allergic to. This is held centrally by the NHS and can only be accessed by authorised healthcare staff. All access to this is recorded in a log that cannot be altered.

An option you now have is to add "Additional Information" to your Summary Care Record. This makes the Summary Care Record a much more useful source of information for departments like A&E and the Ambulance service if they need to treat you in an emergency.

The information that will be included in your Summary Care Record if you choose to add it is:

- Significant medical history (past and present)
- Reasons for medication
- Anticipatory care information (such as information about the management of long term conditions)
- Communication preferences
- End of life care information
- Immunisations

## Full health record sharing

Another option you have for sharing your health record is "Full Health Record Sharing". If you ask your GP surgery to enable this, it will make your full health record available to other providers who are caring for you if their computer system supports it. It's important to note that this is not something people can just look at; they need to be actively caring for you and have your permission to view the record.

If there are particular parts of your record that you would like to remain private, but you are happy to share the rest, then just inform your GP surgery of which items you would like to be private and they can mark them as so.



Do you have medication queries but aren't sure who to ask? Would you like to feel more informed about your health? Do you have questions about the Practice but aren't sure who to ask?

Our PPG are currently spending time in our waiting rooms speaking to patients. The idea is that patients pass their queries or concerns onto the PPG members. The PPG members will collate these issues and will then set about getting information to patients. For example, if lots of patients have queries about medication then an educational session will be set up for patients to attend. A clinician will run the sessions and it will be a way of educating lots of patients all in one go.

Please keep an eye out for our friendly PPG members who will be spending time in our waiting rooms speaking to patients.

## **How to cope in a heatwave**

Most of us welcome hot weather, but when it's too hot for too long, there are health risks. Here are some tips to try and make sure the hot weather does not harm you or anyone you know.



### **Why is a heatwave a problem?**

The main risks posed by a heatwave are:

- not having enough water (dehydration)
- overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- heat exhaustion and heatstroke

### **Who's most at risk?**

A heatwave can affect anyone, but the most vulnerable people are:

- older people, especially those over 75
- babies and young children
- people with a serious long-term condition, especially heart or breathing problems
- people with mobility problems – for example, people with Parkinson's disease or who have had a stroke
- people with serious mental health problems
- people on certain medicines, including those that affect sweating and temperature control
- people who misuse alcohol or drugs
- people who are physically active – for example, labourers or those doing sports

### **Tips for coping in hot weather**

- keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped
- avoid the heat: stay out of the sun between 11am and 3pm
- wear light, loose-fitting cotton clothes
- keep rooms cool by using shades or reflective material outside the windows. If this is not possible, use light coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter)
- if possible, move into a cooler room, especially for sleeping
- have cool baths or showers, and splash yourself with cool water
- drink plenty of fluids and avoid excess alcohol. Water, lower-fat milks and tea and coffee are good options
- if you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf
- check up on friends, relatives and neighbours who may be less able to look after themselves

If you have concerns about an uncomfortably hot house that's affecting your health or someone else's, get medical advice. You can also get help from the environmental health office at your local authority. They can inspect a home for hazards to health, including excess heat.