



Practice News

75 Years of The NHS

5 July 2023 marks 75 years of the National Health Service

Treating over a million people a day in England, the NHS touches all of our lives. When it was founded in 1948, the NHS was the first universal health system to be available to all, free at the point of delivery. Today, nine in 10 people agree that healthcare should be free of charge, more than four in five agree that care should be available to everyone, and that the NHS makes them most proud to be British.



Practice News

A Message To Our Patients

Working in General Practice is extremely challenging at the moment and we understand that sometimes it can be frustrating for you if your enquiries are not dealt with straight away. We would like you to know that we are working as hard as we can to provide the best possible care and would really appreciate your understanding and patience.

Be assured that the whole team here at Radford Medical Practice strive to provide the best level of care we can to our patients in spite of the current difficulties the NHS face. Above all, we urge you to please be kind in your interactions with the practice. We have unfortunately, experienced an increase in abusive behaviour from some patients, which has been really upsetting for the team. Please remember we are here to help and we are trying our best to provide a good service for all of our patients. We have a zero tolerance policy to aggressive behaviour, be it violent or abusive, and may result in you being removed from the Practice list.

Self Care

There may be times that you may like to consider self care for some problems. Self care is the actions that individuals take for themselves, on behalf of and with others in order to develop, protect, maintain and improve their health, wellbeing or wellness. Please visit the self care section of our website for a fact sheet. This fact sheet helps you to know what's 'normal' and what you can expect to happen if you suffer from this condition. It also tells you when you should become concerned and seek advice from a health professional.

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Accessing the Practice

Our current online consultation system is called **Accurx Patient Triage**. We no longer use AskMyGp. Accurx can be accessed via our website. There is no login or password required, its as easy as clicking the link and submitting a request to us. Medical requests open each day at 8am and are suspended when we reach capacity for appointments. Admin requests remain open. This can be used for a variety of things such as requesting a prescription, test results, checking referral status. We aim to respond to you on the same day, or the next working day for requests submitted on a weekend.



Accurx patient triage can be found on our website homepage Click 'GET HELP NOW'

We also offer a limited number of pre-bookable GP appointments. Practice Nurse and Health Care Assistant face to face appointments can be booked in advance by calling our care navigator team during opening hours.

We also offer face to face and telephone appointments with clinicians at our enhanced access service (GP+) that can be booked on the day or in advance. We may offer you an appointment here as they are able to offer appointments when we cannot, making more appointments available for patients. They have GP's, Practice and Staff nurses, Phlebotomists, HCA, Community Practitioners and Pharmacists.

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Community Pharmacy Consultation Service

The NHS Community Pharmacist Consultation Service (CPCS) facilitates patients having a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine, improving access to services and providing more convenient treatment closer to patients' homes.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

How will this work?

If your condition is appropriate for help from a pharmacist, you will be offered a referral to a pharmacy of your choice. The practice will send an electronic referral for a same day consultation, by telephone, or the pharmacist will arrange for you to attend the pharmacy.

Pharmacists are trained to recognise 'red flag' symptoms suggestive of more serious illness. If symptoms suggest something more serious, the pharmacist will arrange an urgent GP appointment, or escalate to an urgent care setting such as the emergency department. You may also be referred back to the practice to arrange a non-urgent appointment.

When might I be referred to the CPCS?

There are many minor illness conditions that can be referred directly to the pharmacy. (See page 3)

Please note this list is not exhaustive and there are many other conditions which can also be referred and treated by a pharmacist.

What happens if I don't want to see the pharmacist?

We want to ensure you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. If you have minor illness symptoms that can be treated the same day through a consultation with a qualified pharmacist, but do not want to accept this referral, you will be offered a routine appointment with a GP.

If you have any questions regarding this service, please speak to a member of the team.

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Community Pharmacy Consultation Service

What can be referred to the pharmacist?

Coughs and Colds

Less than 3 weeks



- Cough
- Flu-like Symptoms
- Cold Sores
- Sore Throat

Digestive Issues

Less than 6 weeks



- Constipation
- Diarrhoea
- Heartburn
- Indigestion
- Rectal Pain
- Vomiting
- Nausea

Skin Issues



- Acne, spots and pimples
- Dermatitis/Dry Skin
- Skin Rash
- Athletes Foot
- Wound Problems
- Oral Thrush
- Blisters

Pain Issues



- Lower Back Pain
- Sprains and Strains
- Migraine & Headaches
- Earache
- Shoulder Pain
- Knee and Leg pain

Practice News

First Contact Physiotherapy

Suffering from bone, joint or muscle pain?

You can now see an experienced Physiotherapist straight away at your GP surgery for an advanced assessment, diagnosis and recommended management plan.

They can assess a wide range of Musculo-skeletal conditions.



The Physiotherapist will:

- Assess you - and diagnose what's happening
- Give expert advice on how best to manage your condition
- Refer you on to specialist services if necessary
- Book follow up appointments if needed.

Our PCN Physiotherapists are available at the Radford Medical Practice site for face to face or telephone consultations on Tuesday, Wednesday and Thursday.

Please contact our reception team to make an appointment.

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Social Prescribing

What is Social Prescribing?

Social Prescribing can help people with their health and wellbeing to access support services they need and to get involved with their community.

Who can access Social Prescribing?

- People above the age of 18
- People not receiving support from a support worker or a Secondary Mental Health Team

Social Prescribing can support a range of areas including but not limited to:

- People with one or more long-term conditions
- People who need support with their mental health
- People who are lonely or isolated
- People who have complex social needs which affect their wellbeing

How to access social prescribing:

- Self-refer through Patient Triage or by calling reception to book an initial appointment.
- Referred by the Reception Team or a Healthcare Professional (Dr, Nurse, Healthcare Assistant, Pharmacist, Physio)



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Social Prescribing

Signposting and referrals:

- Food Banks and Groups
- Support for Caring responsibilities
- Financial Services
- Health related services
- Stub It, Weight Management, Community Rehabilitation and Falls, MOSAIC, DESMOND, Maggie's, NHS Diabetes Prevention, NHS Digital Weight Management, Alcohol and Addiction Nottingham Recovery Network, Slimming World.
- Community Groups and Activities
- The Vine Community Centre, Knit and Natter at Radford Medical Practice
- Other support areas
- ESOL conversation classes, Nottingham Law Centre, Refugee Forum, SFICE Foundation Nottingham Law Advice Centre
- Mental Health Services
- Insight IAPT, Harmless
- Housing Services
- Emmanuel House, NPRAS, Framework, Street Outreach Team



Health Awareness

Cervical Screening

What is Cervical Screening?

A cervical screening (sometimes called smear test) checks for abnormal cell changes in the cervix. Cervical cell changes are common, and often improve naturally, but sometimes these changes need treatment because there is a risk they may develop into cancer.

Why is Cervical Screening necessary?

Cervical Screenings find abnormal cell changes, including the ones that are most likely to become cancer. These cells can then be treated before they get a chance to turn into cervical cancer. This is an effective way of preventing cervical cancer.

Cervical screening is important to have, even if you have had the HPV vaccination. The vaccination protects against the most common types of high-risk HPV, but does not protect against all types.

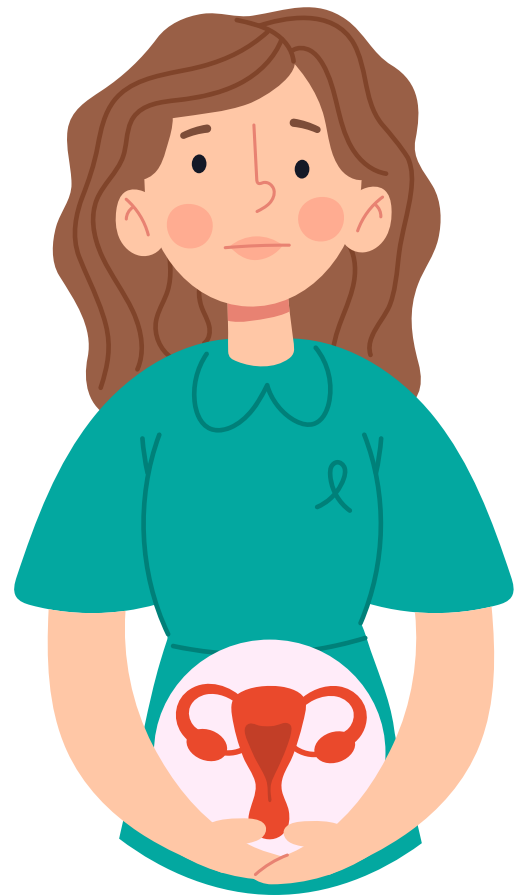
Who can have a Cervical Screening?

Cervical Screening is available for anyone with a cervix aged 25 to 64. You will initially be invited by letter from the National Cervical Screening Programme. You can book an appointment as soon as you get a letter. If you missed your last Cervical Screening, you do not need to wait for a letter to book an appointment.

**For more information and to see how the test is done please visit:
<https://www.nhs.uk/conditions/cervical-screening/>**



Please contact the surgery to book your Cervical Screening.



Health Awareness

Hayfever

Hay fever is 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.

A Pharmacist Can Help With Hayfever

Speak to your pharmacist if you have hay fever.

They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help with:

- itchy and watery eyes and sneezing
- a blocked nose

Travelling Abroad?

If you're planning to travel outside the UK this year, you may need to be vaccinated against some of the serious diseases found in other parts of the world. We advise you prepare for your trip at least **4 - 8 weeks** before you travel. Some vaccines need to be given well in advance to allow your body to develop immunity and some involve a number of doses spread over several weeks or months. There are limited travel vaccinations available on the NHS – other required vaccinations will need to be arranged through a private travel clinic.



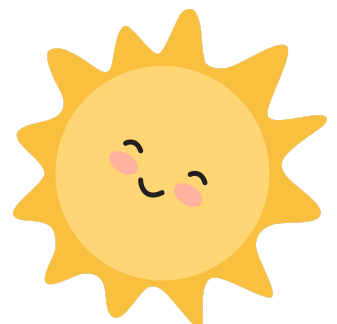
Please complete a Travel Form (available on our website or in reception) then arrange a consultation with a Nurse.

Stay Sun Aware

Make sure that as the days get hotter and sunnier that you protect yourself from Skin Cancer and stay well-hydrated.

Protect yourself in 5 ways:

- Slip on a top
- Slop on some sun lotion
- Slap on a hat
- Seek out some shade
- Slide on the sunglasses



Practice Information

Missed Appointments

Sadly, across the NHS appointments continue to be wasted when patients do not attend (DNA). This causes delays for other patients and duplication of work for the practice.

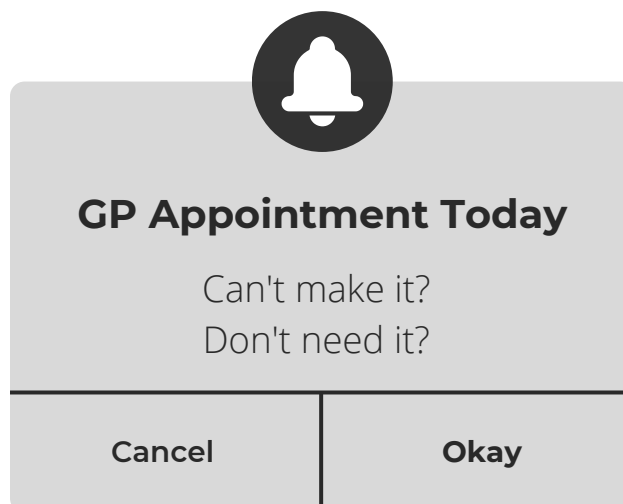
There are many valid reasons why a patient cannot attend an appointment, but please let us know as soon as possible, as we can offer the appointment to someone else. You can do this over the telephone, using Accurx patient triage or on the NHS app.

From January 2023 to May 2023 a staggering **1284** appointments were wasted across the two sites.

This represents **12%** of appointments we offered at the Student Health Centre and **4.8%** of appointments offered at Radford Medical Practice.

Given the pressures on GP practices and waiting times our patients face, **please remember to cancel your appointment if you cannot attend.**

Patients who repeatedly do not attend their appointments will be removed from the Practice list.



CANCEL IT!

Practice Information

Practice Learning Time (PLT)

Please note the practice will be closed from **12pm** on the following dates for Practice Learning Time:

- Tuesday 26th September 2023

If you require medical assistance during this time that cannot wait until the following day, please call the practice and you will be diverted to the out of hours team. Alternatively you can contact 111. In case of an emergency always ring 999.

Feedback

We welcome helpful comments and suggestions on how we can improve the patient experience at the Radford Medical Practice. Your feedback is very important to us. We are always keen to hear what we are doing well, and how we could improve.

Submit your feedback using the paper forms at reception or on our website:



<https://www.radfordmedicalpractice.co.uk/patient-feedback/>

Practice Information

Useful Numbers

Radford Medical Practice
Student Health Centre

0115 9792691
01158486481

NHS 111	111
Local Police	101
Radford Health Centre	0115 8834000
QMC/University Hospital	0115 9249924
Nottingham City Hospital	0115 9691169
AIDS helpline	0808 8021221
Alcoholics Anonymous	0115 9417100
Alcohol Problem Advisory Services	0115 9414747
Rape Crisis Centre	0115 9410440
Sexually Transmitted Diseases clinic:	
Victoria Health Centre	0115 9627627
Women's Aid	0115 9410457
Domestic Violence Helpline	0808 8000340 (24hr)
Men's Advice Line	0808 801 0327
Cruse Bereavement help line	0115 9244404
Citizens Advice Bureau	0300 3305457
NUH Maternity Advice line	0115 9709777
Mental Health Crisis	0808 1963779
Samaritans	116123



**Radford Medical
Practice and
Student Health
Centre**



**@ntustudenthealth
centre**

Please visit our website for more information

www.radfordmedicalpractice.co.uk

Health In The Community

Knit and Natter

A new group starting on Monday 17th July

Where? The Health Education Room in the Radford Health Centre, Ilkeston Road, NG7 3GW.

When? Every Monday afternoon 2pm - 4pm

Who's it for? Anyone and everyone. Come along to have a chat, knit or try some new crafts. Bring your own project or we can get you started with the basics.

Cost? FREE

For more information
contact

sarah.wallace33@nhs.net



Health In The Community



Stonebridge City Farm Health Walk



**The 2nd Thursday of each month at 11:30 AM
8th June, 13th July, and 10th August**

We meet at 11:15 AM at Handel Street bus stop.

If you are driving, we meet you at the entrance at 11:30 AM.

Limited Free parking is available just outside the farm.

Parking on Stonebridge Road costs £2 for all day parking.

If you take buses 24, 25, 26, or 27, the farm is a five minute walk from either the St Chad's Road stop or Handel Street (depending on which direction you're coming from)

This free walk is for people living with dementia and their supporters.

For more information, please email: contact@trentdementia.org.uk
or call 0115 74 84 220- please leave your name & number

Disclaimer: You are responsible for your own safety. In case you need support, you are welcome to come with your family member, supporter or carer.

Trent Dementia Services Development Centre is a Registered Charity No. 1109855