



PATIENT'S NEWSLETTER

December 2022



Welcome to Ifield Medical Practice's monthly newsletter

Sharing our data

During the last three months (12/09/2022 to 12/12/2022) Ifield Medical Practice have provided:-

16,279	Appointments
4971	Prescriptions issued
2180	Pathology reports received
721	Blood tests
1829	Seasonal Flu vaccines
287	Pulse checks
118	ECG's
44	Ear irrigations

We also sadly had **788 Did Not Attends** (DNA's)

Please always cancel the appointment if not required as a missed appointment is a missed opportunity for someone else.

Face to Face appointments

In the last month the national GP appointment data has been published.

Ifield Medical Practice have been shown to offer a 52% face to face appointment ratio.

This has shown that we have improved our face-to-face contact since the pandemic.

We will always provide our patients a choice of a telephone call or a face to face. If you prefer to come in and see us then you are always more than welcome to for your appointment.

Please let Reception know your preference of this.



Christmas opening times

Friday 23rd December **Open between 8.30am to 6.00pm**

Christmas eve - **CLOSED**

Christmas Day - **CLOSED**

Monday 26th December **CLOSED**

Tuesday 27th December 2022 - **CLOSED**

Wednesday 28th December **Open between 8.30am to 6.00pm**

Thursday 29th December **Open between 8.30am to 6.00pm**

Friday 30th December **Open between 8.30am to 6.00pm**

Monday 2nd January 2023 - **CLOSED**

Tuesday 3rd January 2023 onwards - **Open as usual 8.30am to 6.00pm**

Phone lines

We are very sorry that our phones have been of a poor quality in the last 6 weeks. We have changed provider and the new system has been very crackly with interference as it is an internet based telephone system. We are dealing with the provider who have made changes to the wiring.

Hopefully this will be much better now.



Flu Vaccine

It's not too late – get yours now!

Flu can be life threatening, particularly those with certain health conditions. Flu isn't just a heavy cold!

Please contact us to get protected this Winter!



Please ensure you order your medication in plenty of time, so you have enough medication over the festive period.

If you require medical attention during the times we are closed, please telephone 111.

Given the recent media information on [Group Strep A / Scarlet Fever](#) Ifield Medical Practice are pleased to provide you with further information on this condition.

What is Group A Strep (GAS)?

Scarlet Fever is usually a very mild illness and it is caused by a bacteria called Group A Streptococcus, which is called Group A Strep for short. There has been an increase in the rate of Scarlet Fever and unfortunately there has been an increase in the rate of the most dangerous sort called Invasive Group A Streptococcus (iGAS) which has led sadly to the death of 16 children since September. This form of Group A Streptococcus is extremely rare and most children who get Scarlet Fever will be fine with antibiotics and will get over it without any problem.

Symptoms of Scarlet Fever

Scarlet fever is usually very mild but it is very contagious. Symptoms can include a high temperature, sore throat, vomiting and typically what is called a sandpaper rash. On pale skin it may look a little like sunburn as a pinky red rash with goosebumps. On darker skin it is less obvious to see but you could feel if the skin feels like a sandpaper rash. Combined with a sore throat this is a good indicator that it could be Scarlet Fever. Other symptoms could include swollen neck glands, red spots on the roof of the mouth and sometimes a red swollen tongue which we call strawberry tongue. Once children are getting over Scarlet Fever you might find that the skin on the tips of their fingers peels off a little which is nothing to be concerned about.

How is Group Strep A/ Scarlet Fever spread?

Scarlet Fever is spread through mucus and saliva so using our best practices learnt throughout the pandemic the best way to prevent cases and spread is by good hand hygiene. Avoid sharing of cups and use and dispose of tissues, washing hands after. If you feel that there has been any infection then avoid contact with vulnerable people; newborn babies, pregnant ladies and people who are immunocompromised.

When should you seek the help of your Doctor?

At present there are other viruses going around to cause coughs, sore throats, colds and runny noses which do not require antibiotics and your child will get better with paracetamol/calpol and plenty of fluids.

If your child has the symptoms of Scarlet Fever above then please call in and inform the Reception Team that you think your child possibly has Scarlet Fever as the Doctor will wish to prescribe antibiotics to help their symptoms and recovery.

We would say trust your parental instinct – if you feel something is not right and you are concerned call 111 or speak to your GP. We always want to know if your child is not drinking much at all or not urinating much. If they are very drowsy and irritable and not picking up with calpol then we would want to know about it. If your baby is less than three months old with a temperature then we want to know about it, unless they have just had their immunisations.

The worrying signs below are where we would like you to call 999 or go to A&E (which is very rare)

If their skin becomes very cold or mottled with blue lips

If they are struggling with their speech and they cannot talk or eat or drink properly

If they are confused or very drowsy

If they have a rash which doesn't go away when you roll a glass over it

Please get seen straight away

Why do receptionists ask such personal questions?

Receptionists are a vital part of the practice team. Their questions are to ensure that you are seen by the right person at the right time, and all the answers are kept confidential.

We appreciate that it can sometimes feel frustrating, but we do everything we can to get people the care they need as quickly as possible. In return, we ask that people continue to be polite, patient, and respectful towards us - kindness makes such a difference to our day.

A message from our Care Coordinator

For many of us Christmas is full of love, laughter and festive cheer but not everyone has someone to share a hug with. For some, Christmas can be one of the loneliest times of year. If this is you, or someone you know, Silverline provides friendship, conversation and support 24 hours a day 7 days a week just for older people. Call them on 0800 470 8090.

Age UK research shows 330,000 older people do not look forward to Christmas as they worry about spending the day alone. If you, a friend, or relative are worried about spending Christmas alone, call Age UK advice line for free on 0800 678 1602 to find out what is happening in your area or for further advice and support.

Loneliness doesn't just exist around Christmas. I joined the practice in May and part of my role is to help our patients with loneliness, bereavement, finances/ benefits, mental health and emotional wellbeing, health goals, caring responsibilities and much more to access the support they need. Times can be tough sometimes and it is okay to ask for help. If you feel you need some social support in place, or just someone to talk to, please get in touch with the practice and ask to speak to me.

I wish you all a very Merry Christmas, and a Happy & Healthy New Year

Amy
Care Coordinator

**IT'S OKAY TO
ASK FOR HELP.**



**Merry Christmas & A Happy New Year from all of our staff at
Ifield Medical Practice!**