

January 2023

Number of Patients Registered (01.02.23) 7,237

Inspected and rated

Good



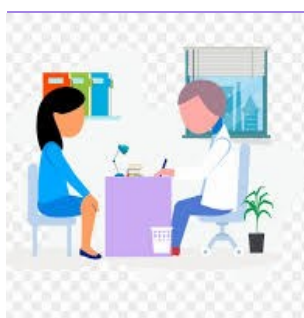
GP / Clinician Appointment types available:

Face-to-face
Telephone
Video consultation
Evenings & Weekends



Faster, easier access to your GP surgery

Rapid | Personal | Secure



Livi

Merton Lodge Surgery Newsletter

AskMyGP & Surgery capacity

AskMyGp is an online service that our patients can access themselves to talk to the surgery staff.

As a patient, you can use this service to talk to any of our departments or one of the clinicians.

How does it work ?

When a patient sends us their request, it is first seen by trained care navigators. All the requests come in to one place and they are delegated out to the various teams relevant to the request. A medication enquiry will be assigned to dispensary and a question about booking a blood test will go to reception and so on. Requests that may need a GP/clinician are also seen and allocated in the same way. We look out for symptoms that may mean the request is prioritised, **these are called 'red flag symptoms'**. Sometimes more information may be requested to help with this process.

Why is the service not available all the time ?

Due to clinician shortage we have had to limit the service availability to try and manage the demand. The service is online from 8am until 12 noon Monday to Friday, but sometimes it will be off-line earlier than 12noon. This is likely because we have reached 'maximum capacity'. In this instance, capacity is the amount of patients a clinician can safely tend to in a day. So the point at which we reach capacity depends on how many clinicians are available that day and then how many requests come through for them. If your medical problem cannot wait for the service to resume the next day, please call reception.

What if you don't have the internet or you're not 'tech savvy' ?

Please don't worry, we hope that with more patients using the online platform, the phone lines will be more available for those who need to call us instead & when you call, the care navigator will manually put your request in the system for you.

What if you don't have a phone or the internet?

No problem, please come and fill in a confidential triage form at the desk in reception and we will put the request on AskMyGp for you.

GP Video Consultation service:

Livi is a GP video consultation service that is available on the NHS to our patients.

If you would like to book an appointment with GP for a video consultation, please ask reception.

Evening & weekend appointments now available.



Our GP Reception team are your

Care Navigators

Specially trained to help you get the right care from the right healthcare professional

When booking your appointment, we'll:

- ✓ Ask discreet questions about your needs in strict confidence
 - ✓ Book you an appointment with the right member of our team
 - ✓ Make sure you get the appropriate medical care
 - ✓ Help you to be seen more quickly
-

**HELP US
HELP YOU**

WHEN YOU NEED IT



livi

The Livi GP video consultation service is now also available evenings and weekends!

There have been many improvements made to the Livi service over the past few months including more available appointments.

One of the changes is that patients need to confirm their appointment with Livi within the first hour of booking, this ensures that any appointments not needed are put back into the system to be booked by others.

So..... If you have a Livi video call booked, please do confirm this asap when you receive your text!

NHS

**Extended access to
GP appointments
Evening and weekend
appointments now available**



You can now book:

- Telephone consultations with a GP or Nurse**
- Video consultations with a GP**
- Face-to-face consultations at our local hub site with a GP.**
- Available on evenings, weekends & bank holidays**

The local hub site is currently at Spilsby surgery on weekends.

Please contact us to book!

At this time of year, there are many viruses about which can cause sore throat symptoms. Here is an informative fact-sheet about sore throats which includes advice on how to manage symptoms at home, and when to seek medical help.

Sore Throat



This fact sheet helps you to know what's 'normal' and what you can expect to happen if you or your child develops a sore throat. It also tells you when you should become concerned and seek medical advice from a health professional.

Could it be Coronavirus?

It is still important to be mindful about coronavirus (COVID-19) symptoms, which are the same for adults and children and can include the symptoms below. Many of these are similar to symptoms of illnesses such as colds and flu.

- A high temperature
- A new and continuous cough
- A loss or change to your sense of smell or taste
- Shortness of breath
- Feeling tired, or exhausted
- A headache
- A sore throat
- Loss of appetite
- Diarrhoea
- Feeling sick or being sick
- An aching body
- A blocked or runny nose

You should consult the advice specific to your area in the UK:

If you are in a high risk group, it is important that you read the appropriate sections and make contact with the recommended agencies if you have symptoms or queries.

For advice on what to do if you have symptoms, testing and vaccination information, please visit:

- NHS England: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Northern Ireland NIDirect: <https://www.nidirect.gov.uk/campaigns/coronavirus-covid-19>
- NHS Inform for Scotland: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>
- NHS Wales 111: [https://111.wales.nhs.uk/encyclopaedia/c/article/coronavirus\(covid19\)/](https://111.wales.nhs.uk/encyclopaedia/c/article/coronavirus(covid19)/)

Useful facts

How common is sore throat? Around half of the population will have at least one sore throat a year.

What causes a sore throat? A sore throat is usually caused by an infection with germs called viruses or bacteria and will generally get better by itself. If you suffer from bacterial tonsillitis you may see whitish pus on your tonsils (the two clumps of tissue on either side of your throat), have painful glands in your neck and a fever – but no cough. The Epstein-Barr virus, which causes glandular fever, is responsible for up to one in ten cases of sore throat.

What can I expect to happen?

How long are my symptoms likely to last? Four out of five sore throats will get better within 7 days (and a maximum of 2 weeks) without the need for treatment by a health professional.

Will I need antibiotics? You won't normally need antibiotics (which can often do more harm than good if given unnecessarily) for most throat infections, which are caused by viruses.

What will I be asked? If you do see a doctor or nurse, they may ask you some questions and examine your throat to decide if you are one of the small number of people who require antibiotics.

Will I need any tests? You are unlikely to need any tests, but occasionally a throat swab is taken, or a blood test for glandular fever. If you suspect that you have coronavirus symptoms see the section above for advice.

What can I do myself to get better – now and in the future?

Home remedies You can relieve symptoms of sore throat by eating cool, soft food and drinking cool or warm drinks and sucking ice lollies. Adults can try sucking lozenges, ice cubes, or hard sweets and gargling with warm, salty water which may also help reduce swelling and pain.

Smoking Avoid smoking and smoky environments as much as you can.

Fluids Adults should drink at least 6 to 8 glasses of fluid (preferably water) every day, particularly if you also have a fever. Offer your child regular fluids. If you're a breastfeeding mother, offer your child as many feeds as she/he will take.

Pain killers Painkillers such as Paracetamol and ibuprofen can help to relieve symptoms of sore throat, fever, and headaches in adults. Use what suits you best and talk to a member of your pharmacy team if you're unsure. Do not give paracetamol to a child under 2 months. Do not give ibuprofen to a child under 3 months or under 5kg or to children with asthma.

Never give Aspirin to under 16s.

Schooling/nursery Children can go to school or nursery with a sore throat but should stay at home until any fever goes away.

Gargles, lozenges and sprays You may find some of these over the counter preparations helpful.

A member of your pharmacy team can help with advice on managing symptoms.

When to seek medical help

Seek medical advice if your symptoms are no better after 2 weeks or if you have frequent sore throats that do not respond to painkillers.

Warning symptoms and signs

High fever With any temperature over 37.8°C, consider whether you or your child has Covid -19 (see coronavirus section above) and follow our earlier advice. If they then have a persistent high temperature of over 38°C for more than three days that does not come down, even with ibuprofen and/or paracetamol, you should contact your GP or call 111.

For children under 5 with a raised temperature see our factsheet 'Fever in Children'.

Glandular fever A sore throat that doesn't get better within 10 to 14 days or that gets worse rather than better may suggest glandular fever.

Severity Your pain is severe and does not respond to over the counter pain killers.

Voice changes Your voice becomes muffled.

Fluid intake You find it difficult to drink enough fluids and become dehydrated

Effect on day to day life Your symptoms are so bad that they severely affect your quality of life and prevent you from functioning normally.

HIV/AIDS or other causes of reduced immunity If you suffer from a sore throat and have a deficient immune system because, for example, you have HIV/AIDS, or you take certain medication (such as chemotherapy, high dose steroids, disease-modifying anti-rheumatic drugs, or a drug called carbimazole), you should seek medical advice if you develop a sore throat.

If you have any of the above symptoms contact your surgery or ring NHS111 in England and Wales, the Phone First service in Northern Ireland or NHS24 in Scotland. They will tell you what to do and can arrange a call from a health care professional if you need one:

Call 999 or go to A & E if you or your child has any of these:

Breathing You find it hard to breathe in, and your throat feels like it's closing up or your breathing sounds high pitched sound (stridor) when you breathe

Drooling and swallowing You're drooling and find it difficult to swallow even small quantities of water – this is an emergency!

Severity Your symptoms are severe and getting worse quickly

Where can I find out more?

Remember, a member of your pharmacy team can help with assessing and managing symptoms and advise if you need further help or visit an NHS website:

- <https://www.nhs.uk/conditions/sore-throat>

Fact Sheet No10 ver 3.0 Sore Throat.
Produced by the Self Care Forum
www.selfcareforum.org
Contact: selfcare@selfcareforum.org
Next review due: May 2024

**ROYAL
PHARMACEUTICAL
SOCIETY**

 **Self Care Forum**
Helping people take care of themselves

Cold & Virus help:

Cold symptoms come on gradually and can include:

- a blocked or runny nose
- a sore throat
- headaches
- muscle aches
- coughs
- sneezing
- a raised temperature
- pressure in your ears and face
- loss of taste and smell

What can you do to ease cold & flu symptoms?

- Rest and sleep if you need to
- 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)
- Speak to a pharmacist for advice about remedies to help ease your symptoms.

The symptoms are the same in adults and children. Sometimes symptoms last longer in children.

**BOOK YOUR FLU VACCINE WHEN YOU ARE INVITED TO.
BOOK YOUR COVID-19 BOOSTER BY CALLING NHS 119 OR BY VISITING THE
NHS WEBSITE.**



Your pharmacist can help you manage cold and flu symptoms.

Your Pharmacy may be able to help and advise you, and we can refer you for a consultation with a qualified pharmacist

local to you!

Please ask us about the community pharmacy scheme.

Community Pharmacy Scheme

The community pharmacy is able to deal with many ailments that may have been previously dealt with by your GP .

This service means that our clinicians are available to deal with more complex needs.

Your GP surgery and the 111 service can now refer patients directly to a qualified Pharmacist for a consultation to discuss your condition & treatment options. The Pharmacist is a highly trained medical professional who really can help with many conditions. Below is a list of some of those conditions:

Cold and flu symptoms
Worms, ringworm and scabies
Conjunctivitis
Bunions & corns
Diarrhoea & Constipation
Earache & ear wax

Headache
Migraine
Muscle pain
Wounds
Hair loss
Nappy rash
Allergies

Cystitis
Thrush
Acne & Eczema
Spots & pimples
Cold sores
Bites & stings
Hay-fever
Fungal infections

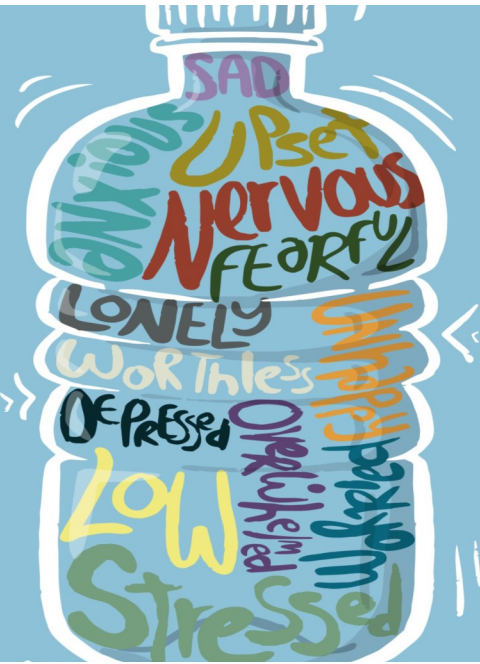
Mouth ulcers
Sore throat
Skin rashes
Athlete's foot
Verruca & warts
Herbal sleep remedy
Pain and inflammation
Head-lice

Talking helps

Call the confidential emotional and mental health support line in Lincolnshire.

0800 001 4331

Available 24 hours a day, 7 days a week.



People across Lincolnshire are being reminded that the county has its own confidential mental health and emotional wellbeing helpline.

Launched late last year, the mental health helpline is a joint initiative across health, social care and the third sector, it is available 24/7 and can provide emotional support, advice and guidance if you are feeling low, anxious or stressed.

By calling 0800 001 4331 you can speak to a member of a highly trained and experienced team of support workers who will be able to provide appropriate support for you or your loved one.

Mental Health Services in Lincolnshire :

Mental Health Helpline: 0800 001 4331. A safe place to talk, open 24/7

Here4You: Mental health and emotional wellbeing advice line for children & young people **under 18**, parents and carers - call 0800 234 6342, open 24/7

Steps2Change service: talking therapies: anyone **over the age of 16** can self-refer via the website or call 0303 123 4000

Help & support

In a world where
you can be
anything,
be kind
x



Don't grieve in isolation, call the new St Barnabas Bereavement Helpline

The helpline is open Monday to Friday, 11am to 3pm

Call: 0300 303 189

If you are a carer or relative of someone with dementia, contact Lincolnshire police now to enquire about their new dementia safeguarding smart wristband project.

Contact :
Dementiasafeguarding@lincs.police.uk
with the name of the person you are requesting for.
You'll need to include their date of birth, home address and next of kin contact information.

Book your cervical screening (smear test) when you get your invite letter.

You can book by phone or on AskMyGP.

You can book with us or with the local LISH service by calling 01522 309 309



We're on Facebook!



Search for Merton Lodge Surgery and follow our page for the latest surgery news, health information and announcements.

NO EXCUSE FOR ABUSE

Example of abuse aimed at Lincolnshire NHS staff

"You are just a stupid receptionist, I could do a better job than you."

Our NHS staff are real people.
Please treat them with the same respect you and your family would expect to receive.

Abuse of any kind will not be tolerated and may lead to prosecution.



Testicular cancer awareness:

Cancer of the testicle is one of the less common cancers, and tends to mostly affect men between 15 and 49 years of age. Typical symptoms are a painless swelling or lump in one of the testicles, or any change in shape or texture of the testicles. Although men of all ages can get testicular cancer it's mostly younger men, the average age is 28. Testicular cancer has a survival rate of over 95% and is still classed as a rare cancer but early detection is the key to successful recovery.

It's important to be aware of what feels normal for you. Get to know your body and contact your GP surgery if you notice any changes.

For more information about how to check your testicles please search: "What should my testicles look and feel like" at www.NHS.uk