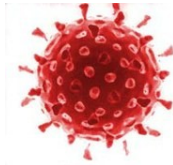


# UNDERWOOD SURGERY

NEWSLETTER 02 / 14

## FLU VACCINES.

This autumn the Surgery didn't write to every patient who is eligible for a flu vaccine. This is because we now have to post letters to nearly 2000 people. Most patients are aware that the main vaccination clinics are on the first two Saturday mornings of October and that details and vaccination times are shown on [www.underwoodsurgery.co.uk](http://www.underwoodsurgery.co.uk) and in the waiting room.



We still write to eligible patients who do not attend the above clinic.

## SURVEY

We asked about 90 patients who missed the above clinic why this happened. The responses are below:

Reason	Number
I didn't know about clinics	68
I forgot about clinics	13
The days were inconvenient	18
The times were inconvenient	4
Other (see below)	16

### Other Reasons / Responses

- On holiday
- Had an eye operation at clinic times
- I was awaiting a letter
- A bit annoying
- I had a very heavy cold

Most patients are now aware of the clinics. Next year we will write to patients who do not attend a vaccination on the first two Saturdays of October. There will also be advertising on the website, in the waiting room and on the repeat prescriptions.

SHARING YOUR ANONYMOUS DATA WITH OTHER ORGANISATIONS - Health and Social Care Information Centre (HSCIC)

The Practice shares anonymous data about you with the NHS. This information includes information required for GP Contract monitoring and data required for local and national clinical

audits – e.g. the National Diabetes Audit.

It is important that the NHS, can use this information to plan and improve services for all patients. The NHS would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help provide a full picture.

This will allow the NHS to compare the care you received in one area against the care you received in another, so professionals can see what has worked best. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone. How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

## SURVEY

We asked 134 if they were aware of the above data extract. 51 patients replied yes. 106 patients were 'happy' for that data to be shared.

You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances.

For more information see our website:

<http://www.underwoodsurgery.co.uk/services.htm#POLICIES>

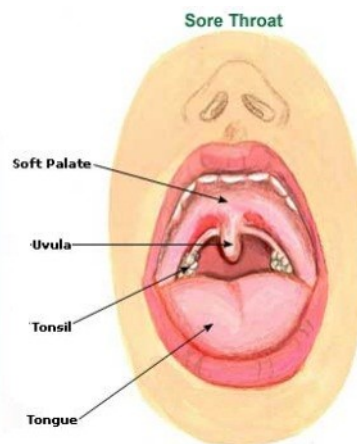
**OPTING OUT-** You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances. If you do not want information that identifies you to be shared outside your GP practice, just ask at the surgery for an opt-out form.

## SORE THROAT TREATMENT

- Paracetamol and ibuprofen are of value.
- Aspirin and other gargles are anecdotally helpful but the evidence base is lacking.
- One study confirmed the effectiveness of over-the-counter lozenges containing amylmetacresol and 2,4-dichlorobenzyl alcohol (Strepsils®).
- Studies looking at other remedies (for example, zinc lozenges, and Chinese and herbal medicines) found no clear evidence of benefit.

## SORE THROAT AND TONSILLITIS

Sore throats and tonsillitis are mostly caused by viruses. There is no antibiotic treatment for these and they get better on their own; but it may take a week to 10 days to do so. You or your child will however improve your immunity as a result of the infection. So if a patient has previously had severe tonsillitis, antibiotics are not needed every time thereafter for a sore throat. The only exception would be if a patient has previously had a throat abscess called a quinsy.



Some throat infections are caused by bacteria rather than viruses but it is impossible to tell what the cause is by an examination. You can have a swab test to see if the cause is bacterial but it can take 2-3 days to get the results back.

Even if the cause is bacterial then antibiotics will not immediately work. The surgery therefore uses the Modified Centor Criteria to calculate the chances of an infection being bacterial. If the chances are that it might be bacterial then you might be offered a swab test or a delayed prescription. Note that an adult with tonsillitis and a cough has less than 10% chance of the infection being bacterial. A child with the same will still have less than 17% chance of a bacterial infection—we need to reduce using antibiotics.

## DO YOU USE A COMPUTER? TRY SYSTMONLINE

We have an online system for booking appointments and ordering repeat prescriptions. It is called SystmOnline. If you are reading this in reception, you can just come to the desk and ask a receptionist for your SystmOnline registration details (though you will need proof of ID). Once you have your computer login it is easy to use and it will allow you to book appointments 24 hours a day. It will also help the surgery by reducing pressure on our telephones.

SystmOnline allows you to use your computer to make appointments, view past and future appointments, generate current prescriptions and see when they were last issued. It also allows families to set up additional users who can make appointments or request prescriptions for each other.

SystmOnline is also available free from the App Store. It requires iOS 6.1 or later. Compatible with iPhone, iPad and iPod touch (optimised for iPhone 5). It's had some very positive reviews. The help function is very friendly.

Doctor Robin Hollands