



Clifton House Medical Centre Newsletter  Autumn 2015

## IT'S FLU SEASON FOLKS

**If you are aged 65 and over or have one of the chronic diseases listed below, it's time to book your annual flu vaccination.**

- Diabetes mellitus
- On immunosuppressant drugs
- Immunodeficiency disorder
- HIV positive
- Ischaemic heart disease
- Congenital cardiovascular disorder
- Chronic kidney disease/Renal transplant
- Liver disease
- Cerebrovascular accident/Stroke
- Neurological disorders
- Having Chemotherapy
- Lung disease (Asthma only if you take a steroid tablet or steroid inhaler)

If you are a Pregnant Women or you are a Carer for someone you can also have the vaccination.

If you have any of the above conditions you also need a one off vaccination against pneumonia which can be given at the same time.

If in doubt please check with staff member who will advise.





- **Join thousands quitting with Stoptober this year.**

- **What is Stoptober?**

- Stoptober is an England wide campaign calling on all smokers to quit smoking, starting on October 1st and lasting for 28 days. The campaign is being supported all over the country by local NHS Stop Smoking Services, Local Authorities, pharmacies, retailers and large employers. There will also be a number of face-to-face events running nationwide.

- **What's the benefit?**

- Research has found that if you can stop smoking for 28 days, you're five times more likely to quit for good. Making that step isn't easy, but knowing you're not alone - that thousands of others have pledged to quit too - can be a huge boost to will power. You'll also have multiple resources available to help you along your quit journey.

- **Stoptober Resources and Results**

- The Stoptober of 2014 saw more than a quarter of a million smokers pledge to try and quit smoking. By signing up to Stoptober, smokers can benefit from the following things:

- Sign up to a text and email service, which provides motivational messages offering daily support and encouragement
    - Register for the app which is active for 28 days with helpful hints and tips for a successful quit attempt, available on smartphones and online
    - Join Stoptober Facebook page where smokers can share their Stoptober experience with others
    - A free stop smoking pack containing a number of proven quitting support tools and other support information

- **Health benefits you may experience when you quit after...**

- 8 hours- the carbon monoxide and nicotine levels in your blood are halved and your oxygen levels should return to normal.
  - 2 days- your sense of smell and taste improve
  - 2-12 weeks- circulation should improve
  - 5 years- heart attack risk may be about half of someone who smokes
  - 10 years- risk of developing lung cancer may be half of that of a smoker.





**NHS** choices

Clifton House Medical Centre is joining  
the Social Media Network !!

**Please follow us on...**

- **Twitter @CliftonHouse2**
- **Facebook will be coming soon**
- We will use these sites to keep our patients up to date with what is happening at Clifton House Medical Centre.

**Information regarding:**

- Services
- Clinics
- Staff
- Facilities

Can be found on the national **NHS** choices Website

We also have our web page with lots of useful information on including forms such as change of personal details and consent to speak to third party forms which you can print off at home, fill in and then drop off at the surgery.

Find us at [www.cliftonhousemedicalcentre.co.uk](http://www.cliftonhousemedicalcentre.co.uk)

# The NHS Friends and Family Test (FFT) Results of Clifton House Medical Centre

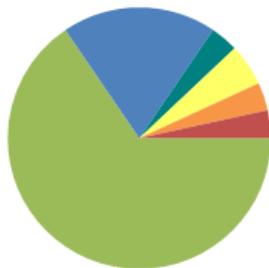
Combined result from all questionnaires submitted between 01/06/2015 and 30/08/2015

Number of questionnaires submitted between 01/06/2015 and 30/08/2015

**84.09%**

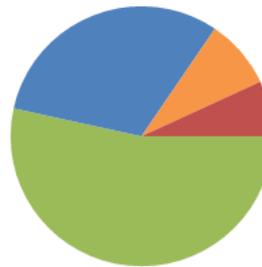
**34**

1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? (Overall score: 85.52%)



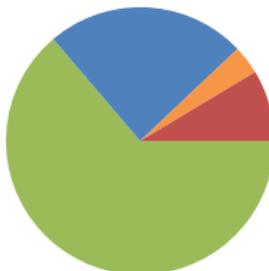
Distribution of results  
65.52% Extremely likely  
18.97% Likely  
3.45% Neither likely n...  
5.17% Unlikely  
3.45% Extremely unli...  
3.45% Don't know

2. Overall, how would you describe your experience of making an appointment? (Overall score: 77.01%)



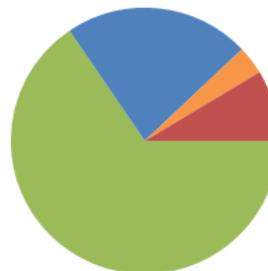
Distribution of results  
53.45% Excellent  
31.03% Good  
8.62% Fair  
6.9% Poor

3. How good were we at listening to you? (Overall score: 81.03%)



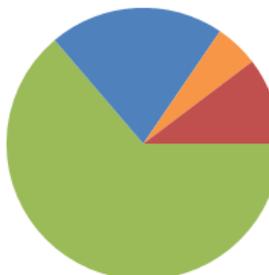
Distribution of results  
63.79% Excellent  
24.14% Good  
3.45% Fair  
8.62% Poor

4. How good were we at explaining your care and treatment? (Overall score: 81.61%)



Distribution of results  
65.52% Excellent  
22.41% Good  
3.45% Fair  
8.62% Poor

5. How good were we at involving you in decisions about your care? (Overall score: 79.31%)



Distribution of results  
63.79% Excellent  
20.69% Good  
5.17% Fair  
10.34% Poor

## Recent Comments from the FFT

**13/05/2015** Excellent friendly and helpful staff and doctors

**24/06/2015** Dr Lewis throughout the last 2 months has been incredibly helpful and supportive.

**28/04/2015** Always polite and helpful... Good GPs... Especially Dr Johnson

**02/09/2015** Tina the nurse was very welcoming and helpful. She made my mum feel at ease. My mum is 92 and not been to docs for 10 years she enjoyed coming.

**03/09/2015** It seems far easier to get an appointment with a doctor than with what friends tell me about their surgeries. Staff are highly professional and the surgery seems to keep good follow ups and check ups.

We would like to thank all of our patients who have taken the time to complete a Friends and Family test. We are pleased with the positive results and lovely comments which we will feed back to all members of staff. We will continue to strive to improve any areas where you feel there is room for improvement.

# Useful tips for looking after those AT RISK during the cold winter months

Cold weather can be a worry for patients in later life, and those with a chronic disease but with a little preparation, and by following some simple suggestions, you can help yourselves to stay healthy, safe and as comfortable as possible in winter. Keeping warm both inside and outside your home can help reduce your risk of serious health problems that are more common in the colder months, such as influenza, chest infections, heart attacks and strokes.

Here are some things you can do to stay safe and ward off the winter chills:

## Keeping warm in your home

- 64°F (18°C) is the ideal temperature for your bedroom and 70°F (21°C) is the ideal temperature for your living room. Check your thermostat or use a room thermometer to monitor temperature but if you feel cold, turn the heat up regardless of what the thermometer reads.
- Close the curtains at dusk and fit thermal linings if you can. This will keep the heat in.
- Put guards on open fires, and be careful not to hang washing too close to the fire.
- Don't block up air vents, as fires and heaters need ventilation.



## Keeping warm indoors and out

You're at risk of a heart attack, a stroke or even hypothermia if you're exposed to a cold environment for a long time, or to extreme cold for only a short time.

- It's a common misconception that sleeping with the window open is good for your health. In fact breathing in cold air can increase the risk of chest infections. That's why it's important to always shut your bedroom window at night.
- Make sure you keep your hands and face warm. As well as wearing gloves and a hat, always wrap a scarf around your face when you go out in cold weather. This helps to warm the air you breathe.
- Several thin layers of clothing will keep you warmer than one thick layer, as the layers trap warm air. Clothes made from wool or fleecy synthetic fibres such as polyester are a better choice than cotton. Start with thermal underwear, warm tights or socks.
- If you're sitting down, a shawl or blanket will provide a lot of warmth. Try to keep your feet up, as the air is cooler at ground level.
- Wear warm clothes in bed. When very cold, wear thermal underwear, bed socks and even a hat – a lot of heat is lost through your head.
- Use a hot-water bottle or an electric blanket to warm the bed, but never use the two together as this can be dangerous. Check whether your electric blanket can be kept on all night or whether it's only designed to warm the bed before you get in. Get it checked every three years by an expert. If you have continence difficulties, talk to your doctor before using one.
- Don't sit or stand outside for long periods, as you'll quickly get cold.
- Keep your feet warm. Choose boots with non-slip soles and a warm lining, or wear thermal socks.