Please do let us know if there is some topic you’d like covered, or would like some more information on and we’ll do our best to bring it to you.

Also, if you feel there are other ways that we might be able to bring news to you, we’re always happy to hear your views.

TOP 10 Summer Health Hazards & Solutions

Sunburns
- To prevent: use minimum 30 SPF sunscreen and reapply often.
- To treat: drink water to regain lost fluids, take a pain reliever, use an antibiotic ointment, place cool water over the burn for a few minutes.

Yeast Infections
- To prevent: after swimming change into a dry swimsuit or loose clothes.
- To treat: use an over-the-counter medication and it should disappear in three days.

Poison Oak & Poison Ivy
- To treat: use creams that contain zinc and ferric oxide.

Swimmer’s Ear
- To treat: Use an antiseptic for the ear and lie on your side for a few minutes and then gently wash out with warm water.
Mosquito Bites

- To treat: use the same treatments for Poison Oak and Poison Ivy or topical ointments to reduce inflammation and any pain.

Athlete's Foot

- To prevent: take the time to dry completely between the toes and the whole foot. Change socks if sweaty. Add powder after showering to keep dry.
- To treat: use an over-the-counter cream or ointments. Use herbal remedies or home remedies. Treatments will take effect within 3 weeks, if severe see a doctor.

Heat Rash

- To prevent: do NOT wear tight clothing.
- To treat: allow the skin to breathe and dry, therefore remember to stay out of the sun and remove clothing. Use topical treatments, menthol or camphor which will cause pain reduction and cool the inflamed area.

Flip flops causing musculo-skeleton problems

- To prevent: use flip flops which have more support, shock absorption and skin coverage structures.

Dehydration

- To prevent: replace fluids to stay hydrated.
- To treat: extreme causes require immediate medical attention, potentially through a saline IV.

Hay Fever

The hay fever season is upon us and for those of you who have this condition here are a few reminders/suggestions to help avoid exposure to pollen:-

Keep an eye on the pollen count (often included in weather reports) and stay inside as much as possible when the pollen count is high.

If possible wear wrap-around sunglasses to help prevent pollen getting in your eyes.

Keep car windows closed and switch on air conditioning (if available) to prevent pollen entering the car.

Keep bedroom doors and windows closed in mid-morning and early evening when pollen levels peak.
Hot weather can be very dangerous and even kill. We therefore want to remind our patients that certain people including the elderly, babies and young children and those with chronic, heart or breathing conditions can be particularly vulnerable in the hot weather.

It’s best to enjoy the summer by keeping yourself and other people safe by following a few basic tips:

- If you must go outside, stay in the shade and keep cool. Wear a hat and loose cotton clothing and take plenty of water with you.
- The day is at its hottest between 11am and 3pm – aim to avoid strenuous outdoor activity during these hours, instead sports, DIY and gardening should be done at the cooler part of the day. Always wear a sun cream with a high protection factor.
- If the room is cooler than outside, keep the windows closed, then open when room temperature rises and leave open at night for ventilation.
- Staying cool is important and can be done in a matter of ways from placing a damp cool cloth on the back of your neck, having a cool shower or bath to staying indoors in the coolest parts of the house.
- Keep hydrated by drinking cold drinks like fruit juice or water, avoid excessive caffeinated drinks and aim to eat light meals of fruit and vegetables like salads which are high in water content.

Speak to a doctor between 8.00am & 8.00pm 7 days a week with our babylon service.

Our babylon service was launched on 2 April 2015 and since that date we have seen a lot of interest in the service and many happy patients who have successfully used the service.

We have just launched our new Symptom Checker on the app. This can be used to check your symptoms and get advice at any time of the night or day. This is a triage service that will signpost you to your next course of action or give you relevant advice. You must download the app to be able to use this service (the membership code is highlands01).

Our web based app is now available for use on pc’s – meaning our babylon service will be available to you even if you do not have a smart phone or tablet – you will need a camera on your pc or laptop to use this app. https://online.babylonhealth.com/sign-in

If you would like more information on the babylon service leaflets are available from the surgery or you can visit the practice website at www.highlandsurgery.nhs.uk/ or you can visit www.babylonhealth.com/nhs.
On 1st June 2016 our Patient Participation Group hosted another very successful health event, on the subject of Dementia. The event was attended by almost 140 of our patients. The feedback from the event was very positive from the PPG, the speakers, the patients and members of the surgery.

The main aim of the evening was to help us to understand Dementia.

The evening commenced with Dr Grant introducing the subject and explaining the idea of the event and the aims we wished to achieve. This was followed by Dr Tony O’Brien who talked us through what Dementia is and the different types there are. Mhairi Donaldson went on to explain the Memory Service and the effects this service can have on understanding behaviours of those suffering from Dementia. Our Community Dementia Nurse, Jackie Smith then guided us through her department’s role in supporting sufferers and their carers in the community and how she works closely with doctors and other local services to try to ensure that support is given. Michael Meehan gave an introduction to the Alzheimer’s Society. He was followed by Caroline Elias and Katherine Kirk who both gave heartfelt and inspirational talks about their own personal experiences of having a loved one who suffers from Dementia. Pat Holden the Chair of the PPG then closed the evening by giving thanks to all those who participated in the event to make it a successful evening.

There were also several other organisations who had “stalls” at the event and were able to provide important information and advice to the attendees. They were:

- Alzheimer’s Society – offering support and activities to assist sufferers of Dementia and their carers. Educating the public about Dementia and training in becoming Dementia Friends.
- The Care Company – providing support for sufferers to be able to remain in their own homes.
- Giles Wilson Solicitors – advice on Lasting Powers of Attorney, Court of Protection, Wills & Care home funding.
- Healthwatch Southend - A free, independent and confidential information and advice service regarding any health and social care issues and queries (01702 356066).
- Babylon health has partnered with Highlands Surgery to provide all registered patients access to free video and audio consultations with highly-qualified GPs from 8am to 8pm, 7 days a week.
- Peaceful Place is a charity that supports younger people in Essex with a diagnosis of Dementia or Cognitive Impairment. People under the age of 65 years can benefit from a free Advocacy service, advice, information and support. They have a day centre in Rochford that people can attend, a support group in Rayleigh once a month with regular speakers and a charity shop in Southend. As a non-profit charity, they are committed to making the lives of younger people with dementia and their families a little easier. For more information please visit: www.peacefulplace.co.uk
- Age UK Essex is a local charity promoting the wellbeing of all older people in Essex and helping them to live fulfilling and happier lives.

The Surgery would like to thank all the speakers and stallholders for their efforts in making this a very successful event. We would also like to thank the PPG for all their hard work and all those people who gave up their evening to join us in attending the event.
We are aware that some people had difficulty hearing the speakers and some of the questions and answers. We have advised the Academy of these issues so they hopefully will not be an issue for future events. We also received comments about the chairs being a little hard. Sadly we cannot do much about this as the chairs belong to the venue and we therefore do not have any control over their property.

At the end of the evening we asked the attendees to complete a feedback form for us so that we know what we did right or wrong and how we can perhaps improve future events. Thank you to all of those who took the time to complete the survey, we really appreciate it.

100% of attendees who completed our feedback forms said they thought the event was informative and 98% said that it met their expectations. Here are some of the comments received:

“Dr was extremely helpful and particularly gave a great deal of helpful information of a particularly positive type!”

“Very helpful.”

“It was very interesting”

“Excellent”.

“Good cross section of information.”

“Very informative and made interesting.”

“Good mix of personal and professional insight.”

“Very well presented and extremely helpful in understanding dementia.”

“Gave insight into how to cope with dementia”

“Great information available.”

“Nice short presentations. Not too much to take in.”

“It could have been good to promote Dementia friends or explain about the initiative.”

“Great event, well organised, well attended, well done the PPG!”

“Thank you so much. It is the first event of this kind that I have attended and I am impressed of how important it can be.”

“Extremely informative. We did not realise there is so much help out there if needed and this was a great comfort.”

“All speakers excellent. Katherine Kirk story moving.”

“Very good speakers covering many aspects of the condition, thank you.”

“Seeing so many people and the positive outlook, encouraging.”

“Enjoyed the range of information but made me aware that there are still services out there that I haven't been referred to.”

“Very interesting. Learnt a lot.”

“Very informative and enlightening.”

“Very informative - and reassuring to know of all services available.”
A Trip down Memory Lane!

When the PPG first started it was a very small group of individuals who wanted to help the surgery to make a difference. In 2004 they decided they would like to produce a newsletter to provide information to patients. This is what the first Highlands PPG newsletter looked like:

This newsletter was hand written by one of the members of the PPG, then photocopied and distributed to patients whilst in the practice.

They then progressed onto a typed version and issue 2 was generated in the winter of 2005-6. Please see below the image of issue 2.

As you can see with both of these examples, the main objective was to inform patients about the surgery opening times and other useful information. Although technology has meant the newsletters have become more vibrant the idea is still the same. The PPG want to impart important information to fellow patients.

If you have an article you would like to submit or any ideas on features for future newsletters please contact the PPG on their email address: p.referencegroup@nhs.net
On-line Access

Patients are now able to view more information via on-line access. If you have already registered for this service, the next time you log on you will be able to access additional information including allergies, medications, and immunisations as well as requesting repeat prescriptions and booking appointments.

If you have not already registered, please ask for an application form from reception.

DANGER – BEWARE

Beware of the dangers of on-line purchasing of medications.

All too often we read or hear of the tragic consequences of people who have purchased medication or cosmetics on line via the internet. These items whilst appearing to be cheaper are often fake and can contain extremely dangerous and toxic chemicals.

Buyers risk severe allergic reactions and/or long term health problems or sadly even fatal consequences.

Please ask your Pharmacist or Doctors Surgery for advice before purchasing any drugs or medication on line.

STAY SAFE, WHEN IN DOUBT SAY NO!

Message in a bottle

Please remember to update the personal and/or medical information on your Message in a Bottle form if any changes have occurred.
 Patients who fail to attend NHS appointments (Did Not Attends or DNAs) cost the NHS an estimated £700 million annually.

A study was recently carried out into ways of improving the number of patients who fail to attend for an appointment.

Behavioural scientists writing in the *Journal of the Royal Society of Medicine* have shown how simple changes informed by social influence theory could reduce this waste by 30%.

The paper describes three interventions tested in GP surgeries in NHS Bedfordshire that could be implemented quickly and at no cost across the NHS:

- Patients calling for an appointment should be asked to repeat back the time and date of their appointment before the call ends.
- When booking follow-up appointments patients should write down the time and date on an appointment reminder card rather than healthcare or reception staff doing it for them.
- Replacing common signs that communicate the number of patients who did not attend appointments in previous months with signs that conveyed the much larger number of patients who do turn up.

Highlands Surgery are going to start implementing these three processes in an effort to reduce the number of people who do not attend their appointments. If you are asked to repeat or write down the details please do not take offence, we just want to see if this works.

Thank you for your support.

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**Future PPG Meeting dates for your diary**

- 26th July 2016
- 30th August 2016
- 27th September 2016
- 25th October 2016
- 29th November 2016

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Our Patient Participation Group’s email  
[p.referencegroup@nhs.net](mailto:p.referencegroup@nhs.net)

or contact the surgery if you prefer on 01702 710131