

Kingsway Medical Centre Patient Newsletter Summer 2019

Try the new NHS App

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use the online service via the practice website, you can continue to use it. You can use the NHS App as well.



What the NHS App does

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data



for more information go to www.nhs.uk/nhsapp



Jennifer, our amazing Reception Team Leader retires after 30 years

When I first started work at the surgery some 30 years ago there were just three Doctors Dr Gartner, Dr Reynolds and Dr Rishworth.

We were situated in a small space upstairs at Billingham Health Centre, there were no computers, appointments were written in a large appointments book and all the prescriptions had to be hand written, imagine the time that took!

There were big carousels in the small office we occupied for the patients A4 records which we retrieved for each surgery and put away again at the end of surgery. All letters and results had to be filed into the records.

The staff consisted of a Practice Manager, secretary, two nurses and five reception staff. How times have changed!

The biggest change has to be computerisation; paper records are now obsolete as is the large appointments book. With a click of a button we can quickly retrieve all the information we need, (unless the computer is having an off day and is just whirling round and round).

The number of staff has increased considerably as have the number of patients the practice is responsible for. We now have six GPs, at least one GP Registrar at any time, two Nurse Practitioners, two Nurses a Health Care Assistant as well as a Reception Team of nine, Admin Team of five and the person who makes it all work Nicky our Practice Manager.

There is also a number of attached staff, phlebotomists, counsellors an osteopath and not forgetting the cleaners.

As I approach my retirement I often reflect on all the lovely patients I have known over the years, it has been a pleasure to know and have known them. It has also an enormous pleasure to be part of the team at Kingsway Medical Centre it is a great place to work the doctors are all fantastic as are all of my colleagues.

I shall miss everyone, but I look forward to retirement, doing all the things you don't have time to do when you are working, I'll be able to spend more time with my grandchildren and travel much more. I will be free to do whatever I choose to do when I wake up each morning. Wonderful!! Best wishes to you all.

Bowel screening

Caroline and Kendra, our Cancer Screening Champions have been raising awareness of bowel screening for patients over the age of 60. They have asked a patient to write about her experience of the screening.

This is her story

As I recently turned sixty, I received an invitation to take part in routine screening for bowel cancer. Not one of my best birthday gifts, and one I must admit I put off opening for a while!

The screening kit arrived in a discreet envelope through the post and contained detailed, easy to follow instructions on how to use it. I know it's not a pleasant thought, but honestly it wasn't difficult to get the samples and complete the screening kit. It's all sealed up when it's done and you send it off in the post. The results come back quickly and the big surprise is how reassured you feel knowing there is nothing to worry about.

I get to repeat the screening every 2 years so I know bowel cancer is less likely to creep up on me.



Ear Irrigation

Due to the increasing demands for GP and Nurse appointments, we no longer routinely offer ear irrigation appointments. Ear irrigation is not without risk and often not required if the ears have been treated with olive oil.

Advice is available below on using ear drops.

Installation of ear drops

- You are recommended to use olive oil and can buy a 'dropper' from a pharmacy.
- Applying drops 2 or 3 times daily for 2 weeks prior to a consultation for wax removal is an essential part of the treatment – and for many patients this action will resolve the problem without the need for irrigation.
- If you are troubled with repeated accumulation of ear wax your nurse or doctor may recommend using olive oil once every week as a preventative treatment.
- To insert oil lie down on your side with the affected ear uppermost
- Pull the pinna (outer ear) backwards and upwards. Drop 1-2 drops of olive oil, at room temperature, into the ear canal and massage just in front of the ear
- Remain lying down for 5 minutes and then wipe away any excess oil
- Repeat the procedure with the opposite ear if necessary
- DO NOT use cotton buds or put cotton wool in ear after using oil (will absorb the oil)
- Stop using if you experience any pain or discomfort

Ear wax treatment

- A small amount of wax is normal in the ear canal. It is only when there is an accumulation of wax that removal may be necessary. Correctly applying olive oil to the ear can facilitate expulsion of the wax and, in the vast majority of cases, this treatment can avoid the need for unnecessary ear irrigation.
- Using olive oil drops as directed does not harm the ear and you can continue application for any length of time – although 2 weeks is often enough.
- Be aware that you may not see the wax coming out – it often comes out unnoticed - but you are likely to find your discomfort and/or hearing loss disappears.
- If, however, after 2 weeks you are still deaf from wax, make an appointment with the practice nurse to examine the ear.
- If you are deaf and you don't know why then you should ask for a Doctor's appointment. If the Doctor finds that wax is causing the deafness, you will be advised to use olive oil as above.

Have you changed address or phone number recently?

Please ask reception for a form to update your contact details

