



Newsletter

Winter 2018

CHOOSING THE RIGHT CARE, FIRST TIME



Special winter message from:
Dr Dearbhla Harley

Health services are very busy at the moment. Follow these steps to use the right treatment. Help us to help those most in need.

Self Care

You can treat most common ailments and illnesses at home by keeping a well-stocked medicine cabinet. This should include:

- **Pain relief** e.g. paracetamol or ibuprofen
- **Children's paracetamol oral suspension and ibuprofen syrups** – free from pharmacy if you receive free prescriptions.
- **Mild laxatives** to relieve constipation.
- **Cold relief products.**
- **Rehydration mixtures** to use if feeling dehydrated after a bout of sickness or diarrhoea.
- **Indigestion remedy.**
- **A range of bandages, plasters, non-absorbent cotton wool, elastic bandages and dressings** for minor cuts, sprains and bruises.



Many pharmacies are open early until late and on weekends and bank holidays. You don't need an appointment, and can just pop in and get expert medical help from a qualified healthcare professional. Most pharmacies now discuss your issues and concerns without being overheard.

GP Surgeries

Make an appointment with your local GP if you have an illness or injury that will not go away.



Children

All children get colds. This is a normal part of growing up and no medicines can prevent them. The best way to look after your child is to make sure they have plenty to drink and if they have a temperature some paracetamol will help. Most doctors don't recommend cough medicines and antibiotics won't help a cold.



Charity Donations in lieu of Christmas gifts

We would like to express our sincere thanks to the patients who kindly left us Christmas gifts in previous years.

However, as we are a Practice in the heart of the community we would be grateful this year, if you are thinking of doing the same, that you direct your generosity to one of our selected Charities:

- **ACTION CANCER**
- **Breast Friends Causeway Coast**
- **Portstewart Men's Shed**

(For those of you who may wish to donate a donation box is located at reception)

In the event that a patient provides a Christmas gift, we will automatically forward them to the Causeway Foodbank & SVP / Salvation Army – Feeding local people in crisis this Christmas. Christmas cards are still welcome.

Thank you, and from all the staff at Portstewart Family Practice we wish you a Happy Christmas!



FAILURE TO ATTEND OR LATE FOR APPOINTMENT

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

Appointments are often wasted as people do not attend. Over 50 appointments per month are being wasted. These appointments could have been used by other patients.

LATE FOR APPOINTMENT:

A common reason for GPs running late is that some patients do not attend on time. Please note, you may not be seen if you are more than 10 minutes late for your appointment.

Please make sure you are on time in the future.



DON'T GET THE FLU. DON'T SPREAD THE FLU.

GET VACCINATED.

Enter your Car Reg No Now

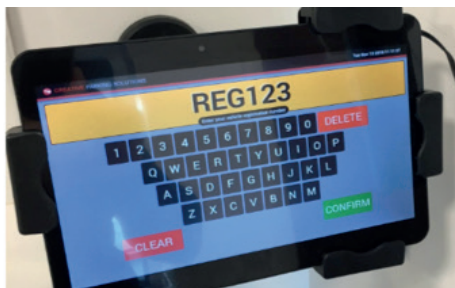
Step 1 - tap screen



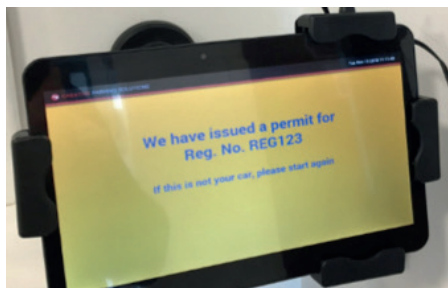
Step 2 - Enter Reg



Step 3 - Press confirm



Step 4 - complete/ take a seat



PARKING CONDITIONS

P

MEDICAL CENTRE PERMIT HOLDERS ONLY

ALL PATIENTS/VISITORS MUST REGISTER FOR A PERMIT AT THE SURGERY RECEPTION

IF YOU BREACH ANY OF THESE TERMS YOU WILL BE CHARGED £100.

These terms apply at all times.

Additional costs/recovery charges will be incurred if payment is not received within 28 days.

We use manual patrols and ANPR cameras to monitor this private property and may contact the DVLA to request the Registered Keeper's details in order to send a Parking Charge Notice (PCN).

Data Protection Information is displayed at the entrance to this car park. View our full privacy policy at www.ce-service.co.uk/privacypolicy or email dataprotectionofficer@ce-service.co.uk

www.ce-service.co.uk 0115 822 5027
Civil Enforcement Ltd, Horton House, Exchange Flags, L2 3PF
Company No. 05645677

DON'T FORGET TO ENTER EACH TIME YOU VISIT!

Enter your car registration at reception if your vehicle is parked in the surgery carpark. A penalty of £100 will be issued to non-patients only who do not register

their vehicle on the iPad at reception. There is a very strict 10min grace period, however don't risk it, always enter your reg everytime you visit the practice.



SOCIAL MEDIA & ZERO TOLERANCE STATEMENT



Unsubstantiated statements on social media about the practice or members of staff will be treated in the same way as verbal abuse.

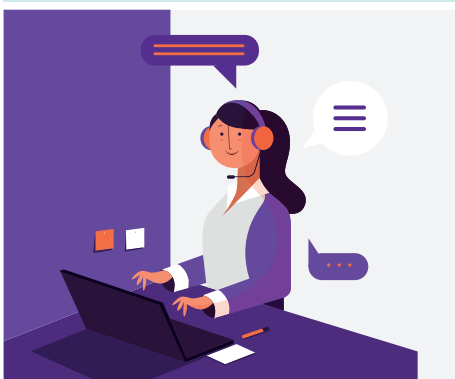
Our staff come to work to care for others, not to become victims of violence, social media abuse, threatening behaviour, physical, verbal, racial abuse or discrimination.

If you are violent or abusive in any way

towards our staff, we have the right to refuse to treat you. Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police, and may face prosecution.

It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based on racially discriminating grounds.

New telephone message



"Welcome to Portstewart Family Practice

- Press 1 - Repeat prescriptions 10am - 4pm
- Press 2 - Emergency appointments
- Press 3 - Routine appointments
- Press 4 - Results 2pm - 4pm
- Press 5 - Flu appointments
- Press 6 - All other queries"

Please note:

All patients must register vehicles at reception

Conditions apply 24hrs every day

PRACTICE CLOSURE DATES:

Christmas Closures:

Tuesday 25th Dec 2018

Wednesday 26th Dec 2018

Tuesday 1st Jan 2019

Staff training closures: (PM only)

Wednesday - 16th Jan 2018

