



Newsletter Winter Edition December 2023



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Get Winter Strong and Get Vaccinated

The UK Health Security Agency (UKHSA), Department of Health and Social Care and NHS England are urging those eligible who've not yet come forward for the flu and COVID-19 vaccines to 'get winter strong' and join the millions of others in taking up the offer ahead of the festive and new year season when flu and COVID-19 are expected to peak.

People in older age groups, very young children, pregnant women and those with certain health conditions are at risk of getting seriously ill with flu.

Last winter, getting vaccinated against flu cut the risk of being hospitalised by around:

- 66% in children
- 33% in other adults with underlying health conditions
- 25% in adults aged 65 years and older

A total of 11.7 million people in England have had the flu vaccine so far, with 8.6 million taking up the COVID-19 booster, but millions more in vulnerable groups remain at risk.

We still have flu vaccines available at the surgery, book in now!

If you are unsure whether you are eligible, please ask at Reception.



Join us on the NHS app!

The NHS app is a more efficient way for patients to access GP services without sitting in a phone queue.

Some of the many things you can do on the NHS app:

- Book appointments
- Cancel appointments
- Order Repeat prescriptions
- Check and cancel hospital appointments from NHS referrals
- Message the surgery
- View your GP health record including vaccinations and test results etc.

Injured or unwell? Use the right service



 Self-care <ul style="list-style-type: none">• Grazed knees• Sore throat• Coughs & colds Visit nhs.uk for self-care advice	 Pharmacy <ul style="list-style-type: none">• Headaches• Upset stomach• Aches & pains• Bites & stings	 NHS 111 <p>Visit 111.nhs.uk or call 111 for advice and support</p> 24 hours a day 7 days a week	 GP <p>Call your GP for symptoms that won't go away</p>	 Minor Injury Unit <p>Urgent but not life-threatening</p> <ul style="list-style-type: none">• sprains• fractures• burns	999 A&E <ul style="list-style-type: none">• Unconscious• Breathing difficulties• Stroke• Heart attack• Heavy bleeding• Severe burns
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#ChooseWell

Help us to help you this Winter

With the Winter pressures starting to build, we need your help more than ever to ensure we can run an efficient service, and to make sure the most vulnerable are seen quickly this Winter.

Our receptionists will ask you what the problem is to book you with the correct clinician or direct you to the most appropriate service (pharmacies etc.)

As part of Worcester City PCN (Primary Care Network) we have access to appointments within a multidisciplinary team, who work out of all the GP practices in Worcester. Patients may be offered an appointment to be seen at another practice quicker.

The following lists are of conditions that can be seen by the following services, rather than coming to the GP.

If your symptoms do not go away after either self-care or going to the pharmacy, the receptionist can book an appointment with a clinician including Physician's Associates and Advanced Clinical Practitioners.

Can you look after yourself?

These conditions respond to self-care:

- Coughs and colds
- Diarrhoea
- Earache
- Flu
- Hangover
- Minor grazes
- Sunburn
- Viral illness
- Sore throat

Do you need the Minor Injuries Unit (MIU)?

These conditions are dealt with by MIU:

- Bites and stings
- Burns and scalds
- Cuts and grazes
- Eye problems
- Foreign bodies in skin
- Minor head injuries
- Sprains and strains
- Road traffic accidents
- Minor wound infections

Do you need to see a pharmacist?

Your pharmacist can give you advice on:

- Acne, spots and pimples
- Acute pain– leg/knee/ankle/foot/lower back/shoulder/thigh/buttock/wrist/hand or finger
- Athletes foot
- Minor allergies– Rashes
- Cold sores
- Conjunctivitis
- Constipation
- Coughs and colds
- Cystitis
- Dermatitis/dry skin
- Diarrhoea
- Earache/ear Wax/hearing problem
- Eye problems (dry/sore/red/Irritable/sticky/watery/runny)
- Eyelid problems
- Excess mucus or constant need to clear throat
- Hair loss
- Hayfever
- Headaches and migraines
- Indigestion
- Infant colic
- Mouth ulcers
- Nappy rash
- Oral thrush
- Piles/rectal pain
- Runny or blocked nose
- Scabies
- Sleep problems
- Sore throat/hoarseness
- Teething
- Threadworms/ringworm
- Thrush
- Verrucas/warts
- Vomiting or nausea
- Viral infections including flu like symptoms
- Wound Problems/skin rash/skin dressings



Next Edition of Newsletter
will be February 2024