

### Common Winter Illnesses

**Colds** - to ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help, careful use of paracetamol can help with fever or aching - check with your pharmacist it is safe to use these if on other medication. Colds can last for 7 -10 days.

Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.

**Sore throats** - a sore throat is almost always caused by a viral infection paracetamol can help with fever or aching - check with your pharmacist it is safe to use these if on other medication.

Try not to eat or drink anything that's too hot, as this could further irritate your throat: cool or warm drinks and cool, soft foods should go down easier.

**Asthma** - a range of weather-related triggers can set off asthma symptoms, including cold air. Ensure you have a supply of inhalers in stock and use regularly if affected by cough or cold virus to prevent flare of asthma. Avoiding extreme changes of temperature can help.

**Norovirus** - this is also known as the winter vomiting bug, although it can cause diarrhoea too. The main thing to do is drink plenty of water to avoid dehydration which is the main risk. You can also take paracetamol for any aches, pains or fever.

**Flu** - if you're 65 or over, have a long-term health condition such as diabetes or kidney disease, flu can be life-threatening, so it's important to seek help early. However, if you're generally fit and healthy, the best treatment is to rest, stay warm and drink plenty of water. Don't forget to have your flu vaccination if it's not too late.

**Next Flu injection 21st October 2017 - 9.00am to 11.00am**

### Why not join our PPG Consultative Group?

We are trying to build a Consultation Group of patients who are interested in helping the practice by giving their views on health care matters, developments to the practice etc. If you are interested in being included please give your name and email address to reception or contact us direct on [ppg.richmondmc@gmail.com](mailto:ppg.richmondmc@gmail.com) and we will contact you. You will also receive regular information on these and other related subjects. **See this newsletter online at: [www.richmondmc.co.uk](http://www.richmondmc.co.uk) on the home page.**

### NHS "Jargon Buster"

Want the definitions of more than 700 commonly used acronyms and abbreviations in the NHS? And if you're baffled by acronyms within general medical services (GMS), check out NHS Employers' handy GMS acronym buster.

<http://www.nhsconfed.org/acronym-buster>

### CCG Merger Decision

A letter from Paul Jennings, Interim Chief Executive Of NHS Birmingham & Solihull CCG's and Rhod Mitchell, Chair of Birmingham & Solihull Health Commissioning Board declares the following decision.

*"NHS Birmingham Cross City, Birmingham South Central and Solihull Clinical Commissioning Groups (CCGs) have recently concluded a public consultation, which showed support for a full functional merger of the CCGs. This week, the CCGs' Health Commissioning Board recommended to the respective CCG GP memberships that a full merger be pursued; we are pleased to advise that this has now been approved by the memberships. We have duly notified NHS England of our intention to merge the three CCGs, with effect from 1 April 2018. We continue to work closely with NHS England, through their approval and assurance processes, over the coming months.*

*A single CCG for Birmingham and Solihull offers what we, and our partners, consider to be the best opportunity for consistency and equity across Birmingham and Solihull, by addressing fragmented commissioning, variation and offering high-quality services to our patients."*

We must now watch to see how this decision impacts upon patient care, and if it does, how?

**Out of interest, the table below shows how the responses varied between Birmingham and Solihull and in the end the sheer numbers in Birmingham overwhelmed us.**

### Birmingham and Solihull responses How do Birmingham and Solihull responses compare?

	Option 1	Option 2	Option 3
Birmingham	18% support 69% oppose	29% support 59% oppose	79% support 15% oppose
Solihull	34% support 46% oppose	50% support 31% oppose	43% support 50% oppose
Overall responses	26% support 61% oppose	38% support 48% oppose	67% support 28% oppose

**DID NOT ATTEND (DNA)  
Appointments missed in September - 127**

### PPG meeting dates

**Thursday 16th November 11.30am  
Thursday 18th January 11.30am**

## Winter Warmth Helpline

As temperatures drop, it is important people keep warm and well. Cold weather can lead to serious health problems and can kill. For more advice about staying well this winter, watch the Public Health England video at: [www.youtube.com/watch?v=VJibTZQS3Vk&feature=youtu.be](http://www.youtube.com/watch?v=VJibTZQS3Vk&feature=youtu.be) or visit: [nhs.uk/staywell](http://nhs.uk/staywell)

Staying warm in the winter months is important for everyone. It is especially important to stay warm if you are an older person or elderly, disabled or in a vulnerable group due to a health condition. It is important for children under 5 to stay warm too. Get the flu jab if you are in this group.

### Winter Warmth Helpline - 0121 704 8080 Monday to Friday 9.00am to 5.00pm

The Solihull Winter Warmth Helpline is available Monday to Friday between 9.00am to 5.00pm for urgent help with:

- finding a tradesperson for emergency repairs
- an emergency heater if your central heating system breaks down
- an electric blanket if you cannot afford to heat your bedroom
- warm clothing if you are struggling to afford it
- emergency food supplies

The helpline is available all year, which means you can contact the team throughout the year for tips to stay warm and information about:

- heating bills and making your home energy efficient  
<https://solihull.mylifeportal.co.uk/energyefficiency/>
- grants and loans to insulate your home or install/replace central heating
- debt advice and assistance to pay bills
- advice for when the weather turns hot  
<https://solihull.mylifeportal.co.uk/heat/>

## Care Navigation

The Care Navigator Service will support and enable older people primarily, but not exclusively, with mild to moderate frailty (based on the eFI) to find solutions to the problems and issues they face and will help them to navigate and access relevant services that can meet their needs.

The service will provide a cost effective link between individuals, their GP and other health, social care, wellbeing and lifestyle services.

The service will, through giving people the skills, tools and knowledge needed, improve individuals' wellbeing, support them to retain and maintain independence and reduce unnecessary and inappropriate use of primary and secondary care services.

Evaluations from Care Navigator projects across the country have evidenced significant improvements in the health and wellbeing of patients.

Our Care navigator for the surgery is Debbie Wood. Patients are referred to her via a GP.

You can contact the practice if you would like further information or speak with the Care navigator.



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Email PPG: [ppg.richmondmc@gmail.com](mailto:ppg.richmondmc@gmail.com) Website: [www.richmondmc.co.uk](http://www.richmondmc.co.uk)

## Useful numbers and contacts:

**Citizens Advice:**

**National Helpline 03454 040506**

**Trusted Trader Scheme:**

**No Rogue Traders Here 0800 233 5000**

**Unwanted Telephone Calls:**

**Telephone Preference Service 0845 070 0707**

**Unwanted Letters:**

**Mailing Preference Service 0845 703 4599**

**Charity Requests:**

**Fundraising Preference Service 0300 3033 517**

**If ever you feel threatened or intimidated:**

**Call 999 immediately!**

## Practice News

Congratulations to:

**Katie Nicholls** who has now qualified as Medical Receptionist.

Welcome to:

**Nicole Freeman** who has joined the practice as apprentice Medical Receptionist.

**Karen Hancock** who has joined the practice as New Practice Nurse.

Goodbye to:

**Denise Murphy** Medical Receptionist who has recently left the practice.

## FACT VS. FICTION



### An Apple a Day Keeps the Doctor Away

**How true is the claim?** Not literally, but apples are, in fact, very healthful. They contain antioxidants called flavonoids, which may reduce the risk of some types of cancer, as well as several other chronic diseases. Additionally, apples are one of the best fruit sources for fiber, which can lower cholesterol and help you lose weight by keeping you fuller on fewer calories.

**Why it gets repeated:** Because fruit is good for you. But a lone apple isn't enough to keep you out of the doctor's office. Shoot for five to nine daily servings of a wide variety of fruits and vegetables in a selection of colors so you take in different antioxidants. You won't be bored, and you will get the nutrients you need.

**Bottom line:** Toss a Granny Smith into your purse or bag, but don't stop there. Eat a rainbow of fruits and vegetables daily.



Richmond Medical Centre CQC overall rating

**Good**

2 February 2017