



MARDEN NEWS

The monthly newsletter from Marden Medical Practice May 2017



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosy!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support

Useful Numbers

Health Visitors 452300
District Nurses 277709
RSH 261000
Family Planning 283382

Pharmacies

Rowland's On Site
369446
Asda 276810
Sainsbury's 244744
Taylor - Radbrook
249931
Williams Co-op
344277
Conway 352352
Lunt's - Hereford Rd
351918
Boots - Pride Hill
351311
Rhodes 343998
Boots - Copthorne
350747
Boots - Coleham
362496
Lloyds - Riverside
344523
Tesco
845449
Pharmacy Express
245715

Epilepsy



epilepsy awareness

Epilepsy is a condition that affects the brain and causes repeated seizures. It is estimated to affect more than 500,000 people in the UK which means that almost one in every 100 people has the condition.

The cells in the brain, known as neurons, conduct electrical signals and communicate with each other in the brain using chemical messengers. During a seizure, there are abnormal bursts of neurons firing off electrical impulses, which can cause the brain and body to behave strangely. The severity of seizures can differ from person to person with some people simply experiencing an odd feeling with no loss of awareness, or they may have a "trance-like" state for a few seconds or minutes, while others lose consciousness and have convulsions (uncontrollable shaking of the body). *Some people may only have a single seizure at some point during their life. If they do not have a high risk of having further seizures, they would not be regarded as having epilepsy.*

Epilepsy can start at any age, but it most often begins during childhood. It's often not possible to identify a specific reason why someone develops the condition, although some cases – particularly those that occur later in life – are associated with damage to the brain, e.g. epilepsy can be caused by strokes, brain tumours and severe head injuries and some cases may be caused by changes in the brain that occur as a result of the genes you inherit from your parents. The most important information needed to make a diagnosis is a description of your seizures from yourself and someone who witnessed the event, but tests may also be carried out to help determine which areas of your brain are affected and look for a potential cause.

For most people with epilepsy, treatment with medications called anti-epileptic drugs (AEDs) is recommended. These medications cannot cure epilepsy, but they are often very effective in controlling seizures.

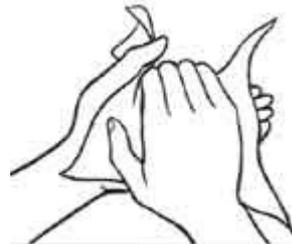
While epilepsy is different for everyone, there are some general rules that can make living with the condition easier: stay healthy through regular exercise: get enough sleep: eat a balanced diet: avoiding excessive drinking. You may have to think about your epilepsy before you undertake things such as driving, using contraception, planning a pregnancy but advice is available from your GP or support groups.

Hand Hygiene

Washing your hands is one of the easiest ways to protect yourself and others from illnesses such as food poisoning and flu

Washing your hands properly should take about as long as singing "Happy Birthday" twice (around 20 seconds).

- ◆ Wet your hands with water (warm or cold).
- ◆ Apply enough soap to cover all over your hands. You can use alcohol-based handrub if you don't have immediate access to soap and water.
- ◆ Rub hands palm to palm.
- ◆ Rub the back of your left hand with your right palm with interlaced fingers. Repeat with the other hand.
- ◆ Rub your palms together with fingers interlaced.
- ◆ Rub the backs of your fingers against your palms with fingers interlocked.
- ◆ Clasp your left thumb with your right hand and rub in rotation. Repeat with your left hand and right thumb.
- ◆ Rub the tips of your fingers in the other palm in a backwards and forwards. Repeat with the other hand.
- ◆ Rinse hands with water (warm or cold).
- ◆ Dry thoroughly, ideally with a disposable towel.
- ◆ Use the disposable towel to turn off the tap.



circular motion, going

How often should we wash our hands?



Please flush the toilet and wash your hands.

after using the toilet

after handling raw foods like chicken, meat and vegetables

Bacteria are hitchhikers.



before eating or handling ready to eat food

after having contact with animals, including pets

Washing your hands properly removes dirt, viruses and bacteria to stop them spreading to other people and objects, which can spread illnesses such as food poisoning, flu or diarrhoea.

Children are particularly at risk of picking up infections and spreading them to other people.

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