



MARDEN NEWS

The monthly newsletter from Marden Medical Practice December 2017



What is Patient Access?

With Patient Access, you can now access your local GP services at home, work or on the move, wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service, you can do this in your own time, day or night.

Book an appointment: Order repeat prescriptions: Change your address details: Send secure messages to your practice: View your medical record: Create a personal health record (iOS8 only). Please note: your local practice may not offer every Patient Access feature., ask at your surgery to find out which are available to you. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

All information that is sent to your surgery via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and your GP surgery are able to see this information.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw practice staff will continue to treat you in the same way as before.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

You will be required to produce documentation to prove your identity and the practice has the right to remove online access to services for anyone that doesn't use them responsibly. Any two of the following three documents are acceptable: passport, driving licence, bank statement. It will be your responsibility to keep your login details and password safe and secure so, if you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

Before you apply for online access to your record, there are some other things to consider.: there may be something you have forgotten about in your record that you might find upsetting: if your GP has given you access to test results or letters, you may see something that you find upsetting and this may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

For more information about keeping your healthcare records safe/secure, a leaflet by the NHS in conjunction with the British Computer Society: <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

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



Alcohol and Sensible Drinking

What are the recommended safe limits of alcohol?

Men - no more than 14 units of alcohol per week, no more than four units in any one day, at least two alcohol-free days a week. **Women** - no more than 14 units of alcohol per week, no more than three units in any one day, at least two alcohol-free days a week. **Pregnant women** - advice from the Department of Health states that ... "pregnant women or women trying to conceive should not drink alcohol at all. If they do choose to drink, to minimise the risk to the baby, they should not drink more than 1-2 units of alcohol once or twice a week and should not get drunk". See your doctor or practice nurse if you are drinking above the safe limits and are finding it difficult to cut down.



Your liver processes alcohol. It can only cope with so much at a time. Drinking more alcohol than the liver can cope with can damage liver cells and produce toxic by-product chemicals. The more you drink (especially above the recommended limits) the greater the risk of developing serious problems, and remember, binge drinking can be harmful even though the weekly total may not seem too high. For example, if you only drink once or twice a week but when you do you drink 4-5 pints of beer each time, or a bottle of wine each time, this is a risk to your health. Also, even one or two units can be dangerous if you drive, operate machinery, or take some types of medication.

For men aged over 40 and for women past the menopause, it is thought that drinking a small amount of alcohol helps to protect against heart disease and stroke. The exact amount is not clear but it is a small amount so, do not exceed the recommended amount of alcohol in a mistaken belief that it may be good for the heart.



About 1 in 3 men and about 1 in 7 women drink more than the safe levels. Many people who drink heavily are not addicted to alcohol and are not alcoholics and to stop or reduce alcohol would not be a problem if there was the will to do so. However, for various reasons, many people have got into a habit of drinking regularly and heavily and drinking heavily is a serious health risk.

If you are alcohol-dependent you have a strong desire for alcohol and have great difficulty in controlling your drinking. In addition, your body is used to lots of alcohol. Therefore, you may develop withdrawal symptoms 3-8 hours after your last drink as the effect of the alcohol wears off. So, even if you want to stop drinking, it is often difficult because of withdrawal symptoms. The symptoms include: Feeling sick (nausea): the 'shakes' (trembling): Sweating: Craving for alcohol: Feeling unwell. If you develop severe withdrawal symptoms you may be offered hospital admission or treatment at home.

Heavy alcohol drinking in one person often seriously damages others. Many families have become severely affected by one member becoming a problem drinker and emotional and financial problems often occur in such families. It is estimated that 3 in 10 divorces, 4 in 10 cases of domestic violence and 2 in 10 cases of child abuse are alcohol-related and the problem drinker often denies or refuses to accept that the root cause is alcohol. Coming to terms with the fact that you may have a problem and seeking help when needed are often the biggest step to sorting out the problem.



You can now refer yourself to **Physiotherapy** and we use telephone assessment to find out what advice and treatment you need. To book an appointment with a Chartered Physiotherapist call 01743 454912 Monday-Friday 9.00 am – 5.00 pm. This telephone service has been set up to provide early advice and management for adults with back, neck, joint and soft tissue problems or injuries. Evidence demonstrates that self-management for certain conditions can be as effective as face to face physiotherapy and often more effective and convenient for the patient. A Call Handler will take your details and arrange a time in the next few days for the Physiotherapist to call you. If you know your NHS number, please have it ready. Please make a note of the arranged date/time and ensure you are available. Within the arranged time-frame, a Chartered Physiotherapist based at Shropshire Doctors Cooperative will call you back to assess you. Research has shown that resting for more than a day or so does not help and may actually prolong pain and disability. You may need to modify your activities initially, but the sooner you get back to doing them again, the sooner you will feel better. Try to keep yourself active and build up your general activity gradually.

Contact Information

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Fax: 01743 2360725

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