



# MARDEN NEWS

The monthly newsletter from Marden Medical Practice February 2018

## Winter Pressure Appointments

The Practice will be offering additional same day appointments until the end of February . These appointments are being added to help during the Winter period.

### Check if you have Flu

Flu symptoms come on very quickly and can include: a sudden fever – a temperature of 38C or above; aching body: feeling tired or exhausted: dry, chesty cough: sore throat: headache: difficulty sleeping: loss of appetite: diarrhoea or tummy pain: nausea and being sick. The symptoms are similar for children, but they can also get pain in their ear and appear less active.



To help you get better more quickly: rest and sleep: keep warm: take paracetamol or ibuprofen to lower your temperature and treat aches and pains: drink plenty of water to avoid dehydration.

A pharmacist can give treatment advice and recommend flu remedies but ensure you tell them what medication you are currently taking.

Call NHS 111 or see your GP if: you're worried about your baby's or child's symptoms: you're 65 or over: you're pregnant: you have a long-term medical condition, e.g. diabetes or a heart, lung, kidney or neurological disease: you have a weakened immune system, e.g. because of chemotherapy or HIV: your symptoms don't improve after 7 days.



**How to avoid spreading the flu:** Flu is very infectious and easily spread to other people and you are more likely to give it to others in the first 5 days. Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours. To reduce the risk of spreading flu: wash your hands often with warm water and soap: use tissues to trap germs when you cough or sneeze: bin used tissues as quickly as possible.

**How to prevent flu:** The flu vaccine reduces the risk of catching flu, as well as spreading it to others; it's more effective to get the vaccine before the start of the flu season (December to March).



**Telling the difference between a cold and flu:** Cold and flu symptoms are similar, but flu tends to be more severe. **Flu** appears quickly within a few hours, affects more than just your nose and throat, makes you feel exhausted and too unwell to carry on as normal. **Cold** appears gradually, affects mainly your nose and throat, makes you feel unwell, but you're OK to carry on as normal (for example, go to work).

GPs don't recommend antibiotics for flu because they won't relieve your symptoms or speed up your recovery.



**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. You can 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. **Please note:** your local practice may not offer every Patient Access feature. Ask at your surgery to find out which are available to you. 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.

### 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

## The NHS Friends and Family Test (FFT): Would you recommend this service to friends and family?



The Friends & Family Test

Have Your Say to Improve Your Care 

We welcome patient feedback to tell us what we are doing right and what we can improve.

We would like you to think about your recent experience of our services. How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					

Thinking about your response to this question, what is the main reason why you feel this way?

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

Since its launch in 2013, more than 25 million pieces of patient feedback have been submitted. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more.



If you have any queries about the FFT, contact NHS England via email. You can also watch the FFT animations on YouTube: FFT animation: British Sign Language version or FFT animation: mental health care services version. NHS England has created a range of promotional materials which you can download from its website. In addition, download the NHS FFT guidance for NHS services (PDF, 8.13Mb).



You can find out how a service provider scores on the FFT for most NHS services. Simply use the [Services near you](#) search tool, select your NHS service and carry out a postcode search. Select the provider you wish to look up. On the overview page of the provider's profile, you will find a selection tool called "Quality of service" or "Key facts". Here you can see the overall FFT score for the service provider, telling you what percentage of people would recommend the service. To find out about the data, select the link "Find out more about this data".

[Additional FFT data is published by NHS England](#). NHS trusts may also publish their results in their annual reports and [Quality Accounts](#), and many GP and dental practices also give information on their own websites.

**How does it work?** When you complete your treatment or are discharged from a service, you will often be invited to complete the FFT. You may be asked while you are still on the premises, or you may be contacted within the 48 hours that follow. Some providers may offer to return your FFT by post, or give you feedback over the phone or via their website.

Not all service providers will prompt their feedback if you wish. Most GP and dental and feedback forms in their waiting rooms, see anything and want to give feedback,



patients to do the FFT, but you can always give practices, for example, display a collection box so you can complete one at any time. If you don't simply ask for a form at reception.

You will be asked to answer the question: "How likely are you to recommend our service to friends and family if they needed similar care or treatment?" You can rank your answer from "extremely likely" to "extremely unlikely". You will also have the opportunity to explain your ranking by adding comments, and you may be asked some follow-up questions. This is important because service providers can only make changes if they know exactly what is or isn't working.

Your answer is voluntary but if you do answer, your feedback will provide valuable information for the service to celebrate positive feedback, and identify opportunities to make improvements. At the moment, around 9 out of 10 patients say they would recommend the service they've used, which lets staff know that their efforts have been appreciated. Your answer will not be traced back to you, and your details will not be passed on to anyone. A friend or a member of your family is welcome to answer the question if you are unable to.

This will not replace the current NHS complaints procedure or other forms of feedback.

### Contact Information

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