



# August



# MARDEN NEWS

The monthly newsletter from Marden Medical Practice August 2019



Do you have experience of local  
End of Life or Palliative care services?



01743  
237 884

## A Good Death

Death and dying can be a very difficult topic to talk about. Whether the person is in hospital or being supported to die at home, there is only one chance for the providers of care to get it right

Healthwatch Shropshire is asking if people would be willing to share their experiences of End of Life Care in the county. For example, did they feel that the care their loved one received was what they wanted and expected? Were they treated with dignity and did they feel listened to and their wishes respected?

It is really important that those providing the care are open and honest with both the patient and relatives. Being better informed can reduce stress and anxiety and help people understand what to expect. Healthwatch Shropshire would like to know whether the language used by those giving the care was appropriate and did it prepare people for what was to happen? Were other ways of communicating found if the person's preferences couldn't be expressed verbally, either because of dementia or brain injury, for example?

Lynn Cawley, Chief Officer of Healthwatch Shropshire, said: "We are keen to build up a picture of how well End of Life Care is working across Shropshire and whether people feel that they received the right support for them." "We want to find out whether care for the dying is equitable across the county and if there is a joined-up approach between different services to End of Life Care including out of hours services. People can let Healthwatch Shropshire know about their experiences by phone **01743 237884**, by email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or online at



[www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk). The more comments received the more influence Healthwatch Shropshire has to improve services for local people."

## The Importance of Self Care

Self Care is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions (like headaches, colds and flu) or living with a long-term health problem such as asthma or diabetes. It is the best choice to treat minor illnesses, ailments and injuries and a range of common illnesses can be treated at home simply with over the counter medicines and plenty of rest with support from your community pharmacy.

Did you know that one in five GP visits are for common conditions, such as backache, headache or a cough? For most people, these common conditions are not serious health problems; you just want to know how to relieve it and you want a treatment that acts fast. You also want to know how long you're going to suffer or what you should do if your symptoms change. The good news is that self care can help you manage most of these problems and it may mean you don't have to spend time waiting to see your GP and can get on with tackling your symptoms



## 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

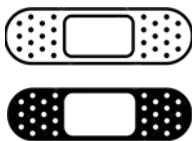
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Self care for common conditions can also help free up some of your GP's time, making it easier to get an appointment when you have a more serious condition.



Be prepared for most common ailments by keeping a well-stocked medicine cabinet at home. Keep your first aid kit stocked with: plasters, triangular bandage and two sterile eye dressings, small, medium & large sterile gauze dressings, safety pins, disposable sterile gloves, tweezers, scissors & sticky tape, alcohol-free cleansing wipes, thermometer (preferably digital), skin rash cream such as hydrocortisone or calendula cream or spray to relieve insect bites & stings and antiseptic cream, painkillers such as paracetamol (or infant paracetamol for children), aspirin (not to be given to children under 16) or Ibuprofen, cough and/or cold remedies, distilled water, for cleaning wounds & as an eye bath.

With any medicine you have at home, be careful & make sure they are safely stored according to their labels & are within their use-by dates. Keep your medicines safe from little ones at all times by locking your medical cabinet. Some medicines can be harmful to children so be aware of the doses you are giving. Speak to your local pharmacist to get advice on the best treatment for your symptoms.



NHS 111 is the NHS non-emergency number. the right service for your needs & is available 24 landlines or mobile phones. Call NHS 111 and medical help or advice but it's not a life-



Trained advisers at NHS 111 can direct you to hours a day, 7 days a week and calls are free from speak to a fully trained adviser if you need urgent threatening situation.

**Insect bites and stings:** Most insect bites and stings are not serious & will get better within a few hours or days but occasionally they can become infected, cause a severe allergic reaction (anaphylaxis) or spread serious illnesses such as Lyme disease & malaria. Bugs that bite or sting include wasps, hornets, bees, horseflies, ticks, mosquitoes, fleas, bedbugs, spiders & midges.



Insect bites and stings will usually cause a red, swollen lump to develop on the skin. This may be painful and, in some cases, can be very itchy. The symptoms will normally improve within a few hours or days, although sometimes they can last a little longer. Some people have a mild allergic reaction & a larger area of skin around the bite or sting becomes swollen, red & painful but this should pass within a week. Occasionally, a severe allergic reaction can occur causing symptoms such as breathing difficulties, dizziness & a swollen face or mouth. This requires immediate medical treatment.

To treat an insect bite or sting remove the sting if it's still in the skin; wash the affected area with soap and water; apply a cold compress (such as a flannel or cloth cooled with cold water) or an ice pack to any swelling for at least 10 minutes; raise or elevate the affected area if possible, avoid scratching the area to reduce the risk of infection; avoid traditional home remedies, such as vinegar & bicarbonate of soda, as they're unlikely to help. The pain, swelling & itchiness can sometimes last a few days so ask your pharmacist about medicines that can help (painkillers, creams for itching & antihistamines). Contact your GP or call NHS 111 for advice if you're worried about a bite or sting; your symptoms do not start to improve within a few days or are getting worse; you've been stung or bitten in your mouth or throat, or near your eyes; a large area (around 10cm or more patch of skin) around the bite becomes red and swollen; you have symptoms of a wound infection, such as pus or increasing pain, swelling or redness; you have symptoms of a more widespread infection, such as a high temperature, swollen glands & other flu-like symptoms. Dial 999 for an ambulance immediately if you or someone else has symptoms of a severe reaction, such as: wheezing or difficulty breathing; a swollen face, mouth or throat; feeling sick or being sick; a fast heart rate; dizziness or feeling faint; difficulty swallowing; loss of consciousness. **Emergency treatment in hospital is needed in these cases.**

Simple precautions to reduce your risk of being bitten/stung by insects: don't wave your arms around/swat at them; cover exposed skin; apply insect repellent; avoid products with strong perfumes.



### Contact Information

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**Email: marden.marden@nhs.net**

**Website: [www.mardenpractice.gpsurgery.net](http://www.mardenpractice.gpsurgery.net)**

**Medical Emergencies out of hours number: 111**