

Stubbington Medical Practice Newsletter

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HEALTHIER TOGETHER APP

THE NHS HEALTHIER TOGETHER APP PROVIDES CLEAR INFORMATION ABOUT WHAT TO LOOK OUT FOR IF YOUR CHILD IS UNWELL AND IF NEEDED IT WILL DIRECTLY INFORM YOUR GP PRACTICE ABOUT YOUR CHILD'S SYMPTOMS RATHER THAN HAVING TO CALL TO GET AN APPOINTMENT. DOWNLOAD THE APP ON [HTTPS://RB.GY/LMTCDJ](https://rb.gy/LMTCDJ)



IMPROVING OUR ECONSULT SERVICE

We've listened to your feedback and made adjustments to our eConsult service to make it easier and more accessible for everyone.

Changes to Urgent Flagging Process

We understand how frustrating it can be when the eConsult system advises you to contact the practice mid-consultation. To address this, we've removed that interruption. Previously, if an urgent flag was raised, patients were asked to stop their consultation and seek medical advice immediately. Now, patients can continue completing their eConsult and will only be advised of the need for urgent care at the end. At this point, you can still submit your eConsult or choose to contact the practice or another service separately.

Patients that need to call 999 or got to A&E will still be stopped and prompted to call 999/attend A&E.

Extended eConsult Hours Trial

To better support patients with commitments during standard hours, we'll trial extended eConsult availability from 7PM to 8PM in January. This added flexibility aims to accommodate those who find it difficult to use the service between 8AM and 3PM.

Please note:

- eConsults should be used for routine medical issues.
- For urgent concerns (outside of the practice opening hours), we encourage you to call 111 or, if the issue can wait, contact the practice at 8AM to be added to our urgent care list.

A Commitment to Accessibility

Since introducing our new appointment system in April 2024, we've received positive feedback from patients, our Patient Participation Group, and staff. We remain committed to monitoring and refining our services to improve accessibility and patient experience.

Thank you to our patients and staff for your continued support and understanding as we work to improve the patient experience.



DR KNIGHTON RETIREMENT

After 15 years at Stubbington Medical Practice Dr Knighton is retiring in March 2025!

I've finally made the difficult decision to retire. I've been a medical student then Doctor since I was 18, it's the only job I've ever done. I've spent the last 15 years in Stubbington and have loved it! I'm looking forward to new adventures and facing retirement with excitement.

I will miss all the staff and patients at Stubbington Medical Practice and want to thank everyone for making the last 15 years thoroughly enjoyable.

*Best wishes
Dr Katy Knighton*

We would like to thank Dr Knighton for her hard work over the last 15 years and wish her a



FLU AND COVID VACCINES

The practice has given so far:

FLU VACCINES: 2,789

COVID-19 VACCINES: 2,606

We would like to thank all the staff, PPG volunteers and patients who helped make our flu and COVID clinic on the 12th & 13th October a success.



We have had some lovely feedback from our patients:

- * Covid/Flu appointment, the whole thing was excellently organised.
- * Had vaccinations and everything ran smoothly and efficiently.
- * Well organised no long wait for vaccinations
- * The staff were so busy giving vaccinations and they were all friendly and kind.
- * A well oiled machine dealing with large numbers of people for vaccination - and all staff were polite, professional and delivered the service with a smile
- * Patients were welcomed politely and verified and jabbed promptly and effectively
- * Friendly, professional and efficient.

If you still need a flu vaccine, we'd be happy to help! Please get in touch with the practice to book your appointment – we currently have stock available for both under-65 and over-65 flu vaccines. Unfortunately, we don't have any COVID-19 vaccine stock, but you can book appointments directly through the NHS website until 19th December.

WINTER ILLNESS

A cold is a very common mild viral infection. You can often treat a cold without seeing a GP. You should begin to feel better in about 1 to 2 weeks.

The main symptoms of a cold include:

- * a sore throat
- * a blocked or runny nose
- * sneezing
- * a cough
- * a hoarse voice
- * generally feeling unwell

Less common symptoms include:

- * high temperature (fever) – this is usually about 37°C to 39°C (98.6°F to 102.2°F)
- * a headache
- * earache – severe earache may be a sign of a middle ear infection
- * muscle aches
- * loss of taste and smell
- * mild irritation of your eyes
- * a feeling of pressure in your ears and face

When to get medical advice?

- * your symptoms do not improve after 3 weeks
- * your symptoms get suddenly worse
- * your temperature is very high or you feel hot and shivery
- * you're concerned about your child's symptoms
- * you're feeling short of breath or develop chest pain
- * you have a long-term medical condition – for example, diabetes, or a heart, lung or kidney condition
- * you have a weakened immune system – for example, because you're having chemotherapy

Treatment for a cold

There's no cure for a cold, but there are things you can do to look after yourself at home. You should begin to feel better in about 1 to 2 weeks.

Things you can do to help your symptoms

- * rest
- * drink plenty of fluids
- * eat healthily
- * take over-the-counter pain relief, such as paracetamol or ibuprofen, to relieve high temperature and aches
- * use decongestant sprays or tablets to relieve a blocked nose
- * try remedies such as gargling salt water and sucking on menthol sweets

Always read the leaflet that comes with your medicine before taking it. Follow the recommended dosage instructions. If you're not sure which treatments are suitable for you or your child, speak to a pharmacist for advice.

You can use the NHS 111 symptom checker if you are unsure if need to see: [Get help for your symptoms - NHS 111](#)

For children you can use the Healthier Together app to review symptoms and contact the practice directly. [Home :: Healthier Together](#)

NHS APP PRESCRIPTION REQUESTS

If you use the NHS app to request a change to your repeat prescription, such as an adjustment to dosage or quantity, please note that the request may need to be rejected so our clinician can update your prescription in the clinical system. If this happens, there's no need to submit the request again through the app. Instead, please call the practice between 10am-1pm or 2pm-4pm to speak with our prescription team, who will assist you.

If you haven't already, we highly recommend downloading the NHS app! It's a convenient way to order prescriptions, view your medical history, referrals, test results, and immunisation records.

The NHS app also offers the option to contact NHS 111 directly. You can use the 111 online symptom checker to see if you need urgent medical attention. Plus, if you ever forget to order your prescription on time, you can request an emergency repeat prescription through NHS 111 via the app.

Add notes for your GP surgery (optional)

If you want to, add a note about your request. Your note may not be seen or replied to. If it's urgent, contact your GP surgery.

You have 450 characters remaining

Continue

[Help with medical abbreviations](#)



Home



Services



Your health



Messages

NHS HEALTH CHECK

The check is for people who are aged 40 to 74 who do **not** have any of the following pre-existing conditions, heart disease, chronic kidney disease, diabetes, high blood pressure (hypertension), atrial fibrillation, transient ischaemic attack, inherited high cholesterol (familial hypercholesterolemia), heart failure, peripheral arterial disease, stroke, currently being prescribed statins to lower cholesterol or previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years. You should be invited for an NHS Health Check once every 5 years. If you think you are due a Health Check please contact the practice in the new year to book an appointment!



CHRISTMAS AND NEW YEAR CLOSURES

We will be closed on
Wednesday 25th December
Thursday 26th December
Wednesday 1st January

If you require any urgent medical assistance on these days please call 111 or visit www.111.nhs.uk

