

# **COUNTRY PARK PRACTICE**

## **Practice News**

### **STAFF NEWS**

We have a new Receptionist Ceri working mornings.

Amy-Jane has joined us as Practice Nurse

### **Training Practice**

Country Park Practice is a Training Practice and have students and junior doctors – so some of you will see these Trainees when having an appointment at the Practice. If you would prefer not to see a Student, please let Reception know when you book in.

### **Patient Survey**

We are undertaking our annual patient survey – please complete our survey and return to Reception.

### **Checking in at Reception for appointments**

Patients are reminded that when you attend for your appointment, please ensure that you check in at Reception to avoid any delay in seeing the doctor.

A general reminder for patients – if you are 10 minutes late for your appointment you will be asked to re-book.

## **PRESCRIBING OF OVER THE COUNTER MEDICINES IS CHANGING**

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

**Please help the NHS to use resources sensibly.**

Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.

**This applies to treatments for these conditions:**

- Acute sore throat
- Conjunctivitis
- Coughs, colds & nasal congestion
- Cradle cap
- Dandruff
- Diarrhoea (adults)
- Dry eyes/sore tired eyes
- Earwax
- Excessive sweating
- Haemorrhoids
- Head lice
- Indigestion and heartburn
- Infant colic
- Infrequent cold sores of the lip
- Infrequent constipation
- Infrequent migraine
- Insect bites and stings
- Mild acne
- Minor burns and scalds
- Mild cystitis
- Mild dry skin
- Mild irritant dermatitis
- Mild to moderate hay fever
- Minor pain, discomfort and fever (e.g. aches & sprains, headache, period pain, back pain)
- Mouth ulcers
- Nappy rash
- Oral thrush
- Prevention of tooth decay
- Ringworm/athletes foot
- Sunburn
- Sun protection
- Teething/mild toothache
- Threadworms
- Travel sickness
- Warts and verrucae

GPs, nurses or pharmacists will also generally no longer prescribe probiotics and some vitamins and minerals. You can get these from eating a healthy, varied and balanced diet, or buy them at your pharmacy or supermarket.

### **Finding more information and support:**

- Visit the NHS website [nhs.co.uk](https://www.nhs.co.uk) for information and advice on treating minor health concerns
- Find out more about this change to prescription policy at: [nhs.uk/OTCmedicines](https://www.nhs.uk/OTCmedicines)

## **SHINGLES VACCINATION**

**Shingles is a condition that is caused by the reactivation of the chickenpox virus. 90% of adults raised in the UK have had chickenpox, although not everyone may recall having it. If you have had chickenpox then you are at risk of developing shingles. The current age eligibility is 70 – patients born before 01/09/1942 and patients between 78 – 79. Please contact the surgery to make an appointment with the Healthcare Assistant if you would like to have the vaccination.**

## **Family & Friends Feedback**

**The Practice really values your feedback about the service we offer and whether you would recommend us to other people. If you can take the time, please complete a Friends and Family form after your consultation  
your feedback is very important to us.**

## **Community Links for Country Park Practice.**

Last year Country Park Practice again held its annual Flu vaccination morning with community Fayre Day, which offers help and advice on services which are available in the local area. It also contributed decorated trees to St Matthews church Christmas Tree Festival. The trees were lit up at an enjoyable musical evening.

**Happy Birthday NHS  
70years**

**This Little light of  
Mine.**

**Croydon's Diversity**



**1948-2018. 70 years  
post-war development**



# HAPPY BIRTHAY TO THE WOODSIDE/SHIRLEY GP POP- IN

**The beginning of February marks the 1<sup>st</sup> Anniversary of the Woodside/ Shirley GP Pop-In. Entering the doors of Ashburton Hall on a Tuesday morning you will immediately be aware of the lively buzz of happiness & friendship which has grown from the beginning. Evidence of its success as a well-being clinic not only shows in the number of people who visit regularly (often 80 or more) but in their enthusiasm to share their thoughts & feelings.**

**Everyone is welcome at the Pop-in. There are people from Woodside, South Norwood, Addiscombe, Shirley, East Croydon: single people, couples, friends & relations. Very often visitors from overseas who are staying with friends or families come along; school holidays bring in family members of all ages; passers-by who hear laughter & are curious pop in, but what has made this Pop-in popular with such a large number of male visitors? It's the comradship, conversation, exercise & fun.**

## Woodside /Shirley GP Pop-In

**Report from Harjivan Parmer (Patients Participation Group)**

People look forward to coming here. When it first opened there were about 10 visitors, now it has grown to sometimes 80 or more. We all look forward to coming to the centre because the atmosphere is so energetic. We can have long chats, have good laughs, jokes & fun. The exercises help us to keep fit and healthy. The friendships keep us happy & well. People mix well with everyone else regardless of their ideas or religion. We have entertainment & activities in a safe & friendly atmosphere. The people who run it are lovely.

### Comments from the men

The company is great. Socialising is important. It's good to get out surrounded by beautiful women. Chris.

Its nice meeting people of my age & get their perspective on different challenges in their life, & to share your own experiences & appreciate theirs. It helps put your own life challenges into perspective. Patrick.

There is a real feel good factor. I look forward to meeting people each week & making friends. Florencio.

ITS VERY GOOD. Peter.

We come because we like the contact & to mix with other people. Mr R Walters

I come to meet new friends & find it very therapeutic. Mr Mike Horgan.

I come to socialise & meet new people. The entertainment is very good as well. Mr R Brown.

## WOODSIDE/SHIRLEY POP-IN.

**Many people wanted the opportunity to have their say on the Pop-In & to encourage others to share Tuesday mornings with them.**

- I just love it here, I have a good laugh. It's fantastic to make new friends & have more connections. I love to sing & dance. Beverley & Beatrice.
- When I first came I couldn't move my arm. Since exercising I have no pain & am 50% better. Exercise is so important. Osbourne.
- I'm here every Tuesday taking part in everything. Joan.
- I look forward to coming on a Tuesday as I live on my own. I like meeting people & doing the exercises. Joan.
- Look forward to coming it's a good programme of events. Adele.
- It's a good social prescription. Sarah & Jenny.
- We love this club, we have a lot of laughs & jokes. Eileen.
- I've met a lot of friends, I enjoy the entertainment & made lovely friends. I look forward to coming every week. Sally-Ann.
- I love coming because I meet a lot of nice people & it gets me out of the house for a few hours. Joan.
- It's a very nice relaxed atmosphere with nice people. Lynn.
- Well done to all the staff & volunteers who run the Pop-In. Physiotherapist.

**Alan Vincent has the last word and sums up the success of the Well-Being Pop-In.**

**With a little bit of funding from government this type of Well-being Pop-In has the best effect on improving the quality of peoples lives. Hospitals & other organisations all around the country would benefit from providing places like this. It would be far more cost effective than anything else. I enjoy watching people enjoy themselves, growing in confidence & becoming healthier. I have seen a difference in everyone, people have changed out of all perspective. Many people rely on this place on a Tuesday morning. It has made a great difference to people's lives. The staff are just wonderful. I can't speak highly enough of them & what they are doing for us.**

**Everyone mentioned how friendly & helpful all the staff & volunteers are. The Pop-In would not have existed without the hard work & dedication of all those who contribute to the success of the Pop-In on Tuesday mornings.**

## **Don't just go to A&E...**

**You could get quicker treatment closer to home**

- Country Park Practice 020 3 764 0664
- Minor Injuries unit, Parkway Health Centre, New Addington, CR0 0JA
- Emergency Dental Service (Croydon) – 0845 000 4567
- Emergency Contraception – 020 8714 2861
- The local pharmacies can treat minor ailments
- NHS in and out of hours number – 111
- GP Hubs
- Central Croydon - East Croydon Medical Centre - 59 Addiscombe Road
- GP Hub - Purley- Purley War Memorial Hospital
- GP Hub - Parkway - Parkway Health Centre
- Urgent Care Centre - Emergency

## **NON ATTENDANCE FOR APPOINTMENTS**

The Practice DNA rate (Did Not Attend for an appointment) is increasing. The number of people who did not attend their appointment in December was

Every month, many hours of doctor and nurse appointments are wasted simply because patients have failed to turn up or cancel in advance.

**Please, please, contact the surgery if you are unable to attend for your appointment – this will then be used for another patient. If you do not receive text reminders please notify reception.**