

CASTLEDERG GROUP SURGERY – NOVEMBER 2014

Promoting self care in General Practice

This plan was developed as a result of a meeting on 12th November 2014. All Doctors & Nurses and management staff were all present.

Object

The object of the meeting was to develop a plan to promote self care for our patients. We recognise that self care is one of the few effective strategies that can actually impact on demand in general practice and reduce the number of consultations for minor self-limiting illnesses. It is recognised that all clinicians, nurses and receptionists will give advice about a range of common ailments which is consistent with the leaflets we have available to underpin this advice. Areas identified included minor upper respiratory infection, flu, warts, veruccae, headlice, worms and minor back pain. Leaflets were identified that would support this approach.

Local Pharmacists

Local pharmacists already provide advice through their minor ailment scheme about a wide range of issues and problems. We have met with them about this and will continue to promote this with them. We have strong relationships with our local community pharmacists.

Policy on prescribing

A review was carried out on our prescribing policies regarding antibiotics. The aim is to ensure consistency and best practice. NICE guidance was issued to all staff members regarding the use of antibiotics for minor upper respiratory tract infections.

Mental health issues

All staff were made aware of non-drug measures that could be used to deal with a range of mental health issues these included 'talking therapies' and use of Youth Life counselling which is now available in the surgery.

Long-term conditions

We reviewed the support we give to patients with a range of long-term conditions. We are happy that we have robust procedures in place to support them, to educate them and help them manage the specific health problems that they face. They are all given written plans to cope with their illnesses. We do not feel there is much more we can do in this area.

Use of our website and waiting room areas

We will strengthen the range of self care advice available on our website. We will display high quality self care information in the waiting rooms.

Further training

Dr Brendan O'Hare has completed the RCGP module – 'helping patients to help themselves': self care for minor ailments. This is an on-line module available free to all health professionals. Every health professional was encouraged to do the module. Website <http://www.rcgp.org.uk/courses-and-events/online-learning/ole/self-care-for-minor-ailments.aspx>

PATIENTS TO NOTE: 'IS YOUR MEDICINE CABINET FIT FOR THE WINTER?'

Most common winter ailments, such as colds, sore throat, cough, sinusitis or painful middle ear infection (earache) can't be treated with antibiotics.

WHAT WORKS INSTEAD?

REST, DRINK PLENTY OF FLUIDS, TAKE PAIN RELIEVERS, SUCH AS PARACETAMOL OR IBUPROFEN, AND TALK TO YOUR PHARMACIST FOR ADVICE ON GETTING THE RELIEF YOU NEED.

HOW LONG CAN I EXPECT TO SUFFER?

| | | |
|----------------------|---|-----------|
| Middle ear infection | - | 4 days |
| Sore throat | - | 1 week |
| Cold | - | 1.5 weeks |
| Sinusitis | - | 2.5 weeks |
| Cough | - | 3 weeks |

What should I do now?

Ask your pharmacist what medicines should be in your cabinet to help get you and your family through the winter season.

Where can I get more information?

Ask your doctor for a factsheet on your condition or visit www.treatyourselfbetter.co.uk for information on how to treat yourself without antibiotics.

RECEPTIONISTS WILL ASK FOR FURTHER INFORMATION WHEN YOU ARE REQUESTING AN ACUTE PRESCRIPTION OVER THE PHONE FOR SYMPTOMS OF COLD, SORE THROAT, SINUSITIS ETC – HOW LONG HAS YOUR SYMPTOMS BEEN GOING ON FOR? HAVE YOU TRIED ANYTHING OVER THE COUNTER? YOU MAY NOT GET AN ANTIBIOTIC UNLESS YOU ARE SEEN BY A DOCTOR OR PRACTICE NURSE