

Arran Medical Group

# Summer Newsletter 2019

## Update on Health & Social Care Integration Plans



You may already know that we are integrating our Health and Social Care teams on Arran. We believe this will enable us to provide more joined-up care and improve the way we coordinate care for people on Arran. We have already started to make changes to some of our services; for example we have increased the size of, and improved the space for, the Accident and Emergency department at the hospital, and will soon be installing a new X-ray machine, which will enable us to coordinate “urgent” care from one site.

We have also run a six month pilot of a new role. The new role is a way of combining both health & social, and personal care into one. We have more work to do to test this new role and are currently evaluating the six month pilot.

We will soon be holding more engagement events about our plans for an Integrated Hub on the Island and thank you to those of you who have already attended events we held last year. If you would like more information about our plans please contact: Ruth Betley, Senior Manager, Arran Services.

### Inside this issue:

Item	Page
Visitors Access to Medical Services On Arran	2
Common Summer Complaints	3
Contact Details	3
Arran Review and Transformation of Services	4
App & Website to Support Mental Health and Wellbeing	5
UUV Safety Month	5

## Appointments

### NEED TO CANCEL AN APPOINTMENT?

Let us know by phoning 600516 or cancelling via the text service — we need to know your name, date of birth and the date and time of the appointment you wish to cancel.

### ONLINE APPOINTMENTS/PRESCRIPTIONS

This service has been available for some time now so whether it's 3am in the morning, or you are in a different country, you will be able to order your prescriptions or make an appointment to see the doctor on-line.



If you would like to register for this service, contact the surgery for an application form. You will also need to produce a form of ID to access this service

## Visitor Access to Medical Services on Arran

### ADVICE FOR VISITORS

If you expect to be on Arran for more than 3 months, you should register with the Practice. If you require medical attention whilst on holiday or working there are a number of options available:

#### Life-threatening & Emergency Medical Care

If you require Emergency care due to an accident or critical medical condition, you should call **999** for an ambulance or present to Arran War Memorial Hospital in Lamlash — where there is a GP-led A&E unit.

#### Urgent Medical Attention Out of Hours

If you require urgent medical attention out of hours, that cannot wait until GP services are open, you should call 111 for NHS24. They will decide what initial steps are necessary, if you need to see a GP out of hours, they will make necessary arrangements.

### Forgotten Medication

We realise that forgetting medication when you are on holiday can be a hassle to sort out. Please be patient whilst we try to assist you in getting the medication you need.

Being on an Island can mean that it takes a bit longer to get medication into stock, we may provide medication from our Dispensary at Shiskine, or provide you with a prescription from our Community Pharmacy - it can take up to 3 working days for medication to be delivered.

#### Your Own GP May Be Able To Help

The simplest way of obtaining medication is to ask your GP practice to fax a prescription to one of our local pharmacies:

Brodick Pharmacy—Phone 01770 302250

Lamlash Pharmacy—Phone 01770 600275

You could visit the local pharmacy, they might be able to give you an emergency supply of medication.

### NHS Minor Ailments Service at your Local Pharmacy



You will be able to get some advice and free treatment (if you need it) from the Pharmacist for minor illnesses and complaints such as:

Acne	Cough	Headaches	Period Pain
Allergies	Diarrhoea	Head Lice	Thrush
Athletes Foot	Earache	Indigestion	Sore Throat
Backache	Eczema	Mouth Ulcers	Threadworms
Cold Sore	Haemorrhoids	Nasal Congestion	Warts & Verrucas
Constipation	Hay Fever	Pain	

The pharmacist, like a doctor, can only give out certain medicines and products. You may not get the medicine or product you would normally buy.

If your pharmacist feels that it is better for you to see a doctor, they will suggest that you make an appointment at a GP surgery.

## Common Summer Complaints

Here are a few common complaints during the summer months; many of these can be prevented by taking some simple precautions. If you do suffer from any of these problems there is a lot of excellent information on how to treat them yourself at the [NHSinform.co.uk](http://NHSinform.co.uk) website.

### Jelly Fish Stings

- Rinse the area with vinegar
- Carefully pluck out visible tentacles with fine tweezers.
- Soak the skin in hot water — use water that's 110 to 113F (43 to 45C).

### Cleg Bites (Horseflies)

- Clean the area
- Apply a cold compress
- Keep wound covered to prevent infection
- Elevate the affected area to reduce swelling.
- Do not scratch

### Sunburn

- Have a cool bath or gentle shower.
- Apply a cold, wet compress.
- Take an over-the-counter pain reliever.
- Wear loose cotton clothing over sunburned areas.

*Avoid sunburn by wearing a hat and plenty of sun cream. Avoid the midday sun.*

### Ticks

These spider-like creatures like living in a moist shady environment. They are found in wooded areas, in fallen leaves, undergrowth and long grass. They normally don't go higher than one meter off the ground. If you remove a tick promptly and properly, you shouldn't need any further treatment. The tick should be grasped with medium tipped tweezers as close to the skin as possible—with a steady motion, pull the tick's body away from the skin, without twisting it. Wash your hands and disinfect the tweezers and the area of the bite. Infection would more likely occur if the tick was left attached for a period of 24 hours or longer. However, if you have a rash, fever, or flu like symptoms, visit your GP as you may need a course of antibiotics.

### Hay Fever

Lots of over the counter medicines and tablets are available.

## Contact Details

### DO WE HAVE YOUR CURRENT DETAILS RECORDED ON YOUR MEDICAL RECORD?

If you have recently:

- ◆ Changed your address?
- ◆ Changed your home/mobile number?
- ◆ Changed your surname?
- ◆ Had any other change in your personal circumstances?



**PLEASE PHONE 600516 OR POP INTO ANY MEDICAL CENTRE  
TO UPDATE YOUR RECORDS**

## Arran Service Review and Transformation of Services



Here on Arran we are transforming and integrating our Health and Social Care Teams, which aims to ensure that we are continuing to meet the needs of the people living on Arran. There is a significant change programme under way to transform how health and care services are delivered on Arran and some of you may have attended one of our engagement events.

These new changes will ensure that you see the right person, at the right time, in the right place. The local team led by Dr. Greg Hamill, Clinical Lead, and Ruth Betley, Senior Manager, are supporting the planning and implementation of these changes.

Services in the practice on Arran are changing to help you get the right care and advice when you need it through a Multidisciplinary team. This may mean that you will not always see your G.P.

In addition to the staff you may currently see within your Practice, there will be a range of new roles which may include a Musculoskeletal Physiotherapy, Community Link Worker, Mental Health Practitioner and GP Pharmacist. Over the coming months, these professionals will be based in or aligned to the practice.

You may have already had contact with Lorraine Hewie our Community Link Worker who has been working with the Practice for some time. We have also recently appointed a G.P. Pharmacist, Iain Thomson who will work closely with the GPs, nurses, physiotherapists and other Practice staff, all with the common goal of coordinating the best possible care for patients.

### Community Link Worker – Lorraine Hewie

Community Link Workers provide support and information on a wide range of issues that can impact on health and wellbeing, these include:

- ◆ Support Groups
- ◆ Healthy lifestyle
- ◆ Housing issues
- ◆ Volunteering
- ◆ Caring for relatives
- ◆ Employment
- ◆ Local activities, groups and services
- ◆ Managing stress and anxiety
- ◆ Living with health conditions
- ◆ Alcohol and drugs
- ◆ Money worries



Lorraine also runs the following programmes on Arran for patients to access:

**Quit your way** – a 12 week programme giving advice and support to anyone trying to stop smoking.

**Weigh to go** - Group sessions offering advice and support on lifestyle changes that can help you manage your weight, improve your exercise and support a healthier life.

**To access these programmes speak to a GP or Nurse for referral.**

## GP Pharmacist – Iain Thomson

Clinical Pharmacists are specialists in medicines and how they work. They can work directly with you, as part of the Practice team, to make sure your medicines help you get better and stay well. Examples of this could include:



- ◆ If you have a long-term condition such as Asthma, Type 2 Diabetes, Arthritis, High Blood Pressure, or any other medicine on a regular long-term basis, you should have a medication review at least once a year. Iain can discuss the medicines you are taking to make sure they're working for you and help you with lifestyle changes to manage your condition.
- ◆ He can carry out health checks, such as taking your blood pressure and arrange for you to have blood or other tests as necessary.
- ◆ If you are experiencing side effects from your medicines, he can discuss this and work together with you to find a solution, such as changing your medicine or the dosage. If you are taking a number of different medicines he can help make sure they are working well together.
- ◆ If your medicines have been changed, perhaps while you were in Hospital or after an Outpatient Appointment, he can help explain these changes and ensure you get the maximum benefit from your medicines.

All Pharmacists are registered with the General Pharmaceutical Council.

## Apps & Websites to support Mental Health & Wellbeing



NHS Ayrshire & Arran's Public Mental Health & Wellbeing Network has prepared guidance on some examples of Apps and Websites to support mental health and wellbeing; we do not endorse or recommend particular resources, and encourage you to carefully explore resources before you use them. All the Apps are free to download but some do have in app purchases so we urge you to be cautious when exploring some of the features. (May 2019) .

*Please check Arran Medical Group Web-site for more details.*

## UV Safety Awareness Month

**Advice for adults and children on sunscreen and sun safety in the UK and abroad.**

- ◆ Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when its cloudy.
- ◆ There is no safe or healthy way to get a tan. A tan does not protect you skin from the sun's harmful effects.
- ◆ Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.



### Sun Safety Tips

- ◆ Spend time in the shade between 11am & 3pm
- ◆ Make sure you never burn
- ◆ Cover up with suitable clothing and sunglasses
- ◆ Take extra care with children
- ◆ Use at least factor 30 sunscreen