

# Claremont Bank Surgery

## August 2018 Newsletter

### **NHS 111 service to take calls out-of-hours across Telford and Wrekin and Shropshire from 17 July 2018**

From Tuesday 17 July 2018 patients across Telford & Wrekin and Shropshire who need urgent out-of-hours medical help or advice will need to call 111.

The NHS 111 service will replace the current out-of-hours GP telephone access service provided by Shropdoc in line with national policy to provide a consistent, integrated approach to urgent care; but any patients that need to see a clinician out-of-hours will still be seen by a local GP or other appropriate clinician.

NHS 111 is much more than a helpline - if you're worried about an urgent medical concern, you can call 111 to speak to a fully trained adviser. Depending on the situation, the NHS 111 team can connect you to generalist and specialist nurses, or even a GP or pharmacist, and can arrange face-to-face appointments should you need one. It is free and available 24 hours a day, 365 days a year.

There is also a new 'ASK NHS' app that has been designed that provides improved access to NHS 111 and other local NHS services. Advice is delivered by the virtual clinician 'Olivia' and she takes you through the steps of the symptom checker which can result in the booking of a GP appointment, access to NHS choices, a call back from a clinical expert or access to self-care.

You can download the 'Ask NHS' app via Google Play (for Android phones) or Apple App Store (for iPhones). If you need more guidance on how to download the app please visit <http://www.sensely.com/asknhs/>.

Patients in Wales should continue to use the Shropdoc number until NHS 111 is launched in Powys by the end of the year.

From 17 July the telephone number for urgent out-of-hours medical help or advice will be 111.

It's free to call,  
24 hours a day, 365 days a year.



## SUN PROTECTION FOR SUMMER 2018

Below is a list of the best ways to protect you from the sun:

- ◇ Apply sunscreen at least 30 minutes before going outside, so your skin has time to absorb it and reapply often.
- ◇ Avoid tanning beds as the ultraviolet light can cause skin cancer and wrinkling.
- ◇ Protect children by applying sunscreen often with an SPF of at least 15, have them play in the shade and wear protective clothing.
- ◇ Babies under the age of 6 months should never be in direct sunlight and should always wear a hat and clothing that's protects them from UV rays.
- ◇ Stay inside between 11am and 3pm as that is when the sun is the strongest and can do the most damage
- ◇ Wear a hat. A wide brim hat (not a baseball cap) is ideal because it protects the neck, ears, eyes, forehead, nose, and scalp

## Cervical Smear Testing

Cervical screening isn't a test for cancer; it's a test to check the health of the cells in the cervix. Most women's test results show that everything is normal, but for around 1 in 20 women the test shows some abnormal changes in the cells of the cervix.

All women who are registered with a GP are invited for a cervical screening:

- ♥ **Aged 25 to 49** – Every three Years
- ♥ **Aged 50 to 64** – Every five Years
- ♥ **Over 65** – Only women who haven't been screened since aged 50 or those who have recently had abnormal tests

If there are some abnormal cells, most of them won't lead to cervical cancer and the cells may go back to normal on their own

For more information, go to:

<http://www.nhs.uk/Conditions/Cervical-screening-test/Pages/Introduction.aspx>

**Royal Shrewsbury Hospital is offering concessionary tickets for people who attend the hospital a lot. They are offering a 10 visit concession for £8.00**

For patients on long term treatment plans or visitors of patients expected to be in hospital for more than 3 days, you can pick up a form to apply for concession tickets at reception. You can also get these forms from the ticket booths. The forms must be signed by a member of the Ward/Department and then taken to the Parking Booths for processing. These tickets are valid for a maximum of 12 weeks. The 10-visit ticket costs £8 and gives a significant saving on the cost of each visit.