

CLAREMONT BANK SURGERY

JULY 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.

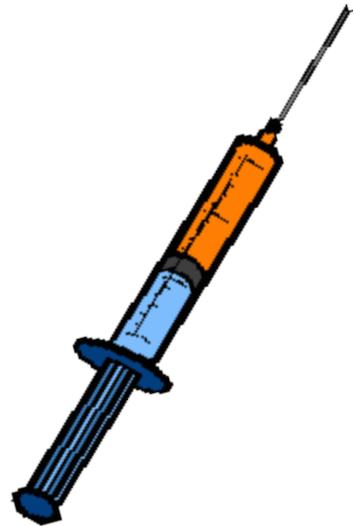


Are you leaving school or college soon?

If you were born between 1st September 1999 and 31st August 2000 you will be eligible for a MenACWY vaccine.

Signs and symptoms of Meningitis:

- Pale, blotchy skin with or without a rash
- Irritability and/or confusion
- Severe headache or muscle pain
- Dislike of bright lights
- Stiff neck
- Convulsion/seizures
- Fever, cold hands and feet
- Vomiting and diarrhoea
- Drowsiness/difficult to wake up
- Feeling really ill



-Not everyone will develop the symptoms above and they can appear in any order.

-Your vaccine helps protect you from four types of meningitis and blood poisoning these are Men A, C, W and Y. But there are other types so you need to know the signs and symptoms. Being aware could help keep you and your friends safe.

Please contact the surgery on 01743 248244 if you have any queries.