

Humber Primary Care Newsletter

Issue 1: August 2022

Welcome to our newsletter



We're pleased to send you the first edition of our newly formed Humber Primary Care Newsletter.

As you know, the recent Practice merger in Bridlington has led to the newly formed Humber Primary Care Practice. This newsletter contains news,

updates and wider primary care announcements from the Practice, which you can expect to receive on a quarterly basis.

We will also let you know of any upcoming events, or ways you can get involved in Trust activities and how you can make a positive impact at your Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. You can send these to hnf-tr.communications@nhs.net.

We hope you enjoy this newsletter and look forward to the next copy later in the year.

Iqbal Hussain, GP Lead for the Community & Primary Care Division at Humber Teaching NHS Foundation Trust



The merger also brought together the clinical systems used by the Practices to create a single patient list. Clinics are being run from both sites, Providence place and Station Avenue, which means you may be asked to attend your appointment at either location depending on the kind of appointment you require.

The new telephone number for Humber Primary Care is **01262 425888**.

The new Practice also has a new website, visit <https://humberprimarycare.nhs.uk/>

Learn more about your Practice merger

As of 18th July 2022, Manor House Surgery and Practice 2 merged to become one surgery, Humber Primary Care.

The merger creates a single list of patients over two sites and allows patients from both former Practices to access a wider clinical team and broader range of expertise.

We will continue to offer personalised care to our patients with long term conditions, and now we are better equipped to respond to a larger quantity of urgent health needs.

Useful Information and Resources

As a patient at our Practice, you have access to a wide range of useful information and resources to help you stay well and informed. We are also pleased to include some updates about changes at the Practice in this section.

Did you know you can manage your appointments and prescriptions online?

Using your smart phone or tablet, you can download the NHS App or the Airmid App to book appointments, request prescriptions and see your medical records online.

You need to be signed up to online access with the Surgery to complete your registration, please speak to our reception to acquire and complete the relevant forms to request this. You will also need to bring your ID to confirm your identity to complete this process.

If you require support with downloading apps and using online services, please speak to our friendly team who would be happy to help.



Visiting your Practice

Due to the increase in Covid-19 cases locally, as a division we have decided to reinstate mask wearing in all clinical areas and in non-clinical areas that cannot maintain a 1 metre distance.

Patients and visitors must wear masks to access our Practice locations unless medically exempt.

What are Health Trainers and how can they help?

Health Trainers help people assess their lifestyles and wellbeing, set goals for improving their health, agree action plans to achieve their goals, and provide practical support and information that will help people to change their behaviour. This could include helping you increase your exercise, eat healthier meals, reduce your alcohol intake, stop smoking, and much more.

As a patient at our Practice, you have access to Health Trainers services. Visit their website for more information:

<https://www.nhs-health-trainers.co.uk/>

Be Kind

At our Practice, we operate a Zero Tolerance Policy for harassment and abuse towards our staff.

We understand that some of you may feel that we are not working in the ways that you are used to, or would prefer, however, we are working in line with national guidance and our team are working exceptionally hard to deliver high standards of care to all our patients.

We would greatly appreciate if everyone could be mindful of this and treat our staff with kindness when working with us.



Choosing the Right Help at the Right Time

Sometimes, you may be unsure what to do when you're experiencing a medical concern.

Depending on your symptoms, your GP Practice may not be the most appropriate form of care that you need.

The Choose Well campaign is designed to help NHS patients understand the options available to them, and equip them with the information to choose the right help, at the right time.

Learn more about Choose Well in the East Riding, here: <https://www.eastridingofyorkshireccg.nhs.uk/choose-well/>



Taking care in the warmer weather

With the warmer temperatures we have been experiencing across the country this year, it is important to us that we help you stay well in the warmer weather.

The first tip we would suggest is checking to see if your **sunscreen** is still effective. The longer a bottle is open, the less likely it will protect you against the sun. Most bottles will have an expiry date that you can check, but if you feel you have had your bottle more than a year, it would be best to purchase a new one if you can.

The second tip is drinking plenty of water to avoid **dehydration**. You should drink enough during the day so your urine is a pale clear colour. Without the right amount of fluid intake, your body can't keep its temperature at a normal level. Dehydration symptoms to look out for include: thirst, less frequent urination than normal, dark urine, dry skin, tiredness, dizziness and/or fatigue and headache.

Heat exhaustion is another serious condition to look out for. This happens when the body loses a great deal of water and salt, usually caused by sweating, and can happen when you experience high humidity or increased physical activity. It is important to know the signs of heat exhaustion, as it could take place within a very short period of time. Symptoms include: muscle cramping, fatigue, headache, nausea and/or vomiting, dizziness and/or fainting.

Heat exhaustion left untreated may result in **heat stroke**. This is a life-threatening condition that can result in the person becoming extremely unwell and even death. Symptoms of heat stroke include: confusion, altered mental state, slurred speech, unconsciousness, hot, dry skin or extreme sweating, extremely high blood pressure and seizures.

If you or someone you know is dealing with any of these symptoms, please seek the appropriate medical help right away. Call 999 or attend your local Accident and Emergency (A&E) department in an emergency.

Receiving this newsletter

We listened to your feedback and opted for a digital focus when it comes to publishing and sharing our newsletter.

This is to ensure we only reach those who wish to receive it, and to minimise paper waste.

If you would like to raise an issue or query in relation to this, please email our Communications team via hnf-tr.communications@nhs.net

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful to you.

If you have any feedback, please feel free to email our Communications Team on

hnf-tr.communications@nhs.net