

# WWW



Welcome to *WellWellWell* from Seascale and Bootle Surgeries.  
Issue 270 August 2023 [www.seascalehc.co.uk](http://www.seascalehc.co.uk)

### Appointments

Due to Clinician shortages the Receptionist on duty may offer you an appointment at the Same Day Health Centre in West Cumberland Hospital. As always we recommend patients who require urgent on the day appointments to call at 8am when our phone lines open so we can try and fit you in to see a Clinician the same day. We do only have a limited amount of appointments available for on the day emergencies at the surgery and once these have been filled you may be asked if you are willing to go to the Same Day Health Centre to be seen. Of course, this is a choice and not all patients are willing to travel to Whitehaven, however if your problem is urgent then we encourage patients to make use of this service where possible. Our clinicians make it their number 1 priority to provide the best possible healthcare to our patients. At times due to unforeseen circumstances, emergencies do arise. If we are running behind schedule, please excuse the delay. The team will keep you informed as best they can. We will make every effort to have each patient seen in a timely manner. If you feel you are unable to wait to see the clinician please see the receptionist and she will be happy to reschedule your appointment.

### Telephone Appointments

Please be aware that times allocated for telephone appointments are an approximate time. We can never guarantee that the GP or Nurse will phone you at the exact time allocated as clinics can run behind schedule and emergencies can arise during the day that has a knock on effect for all appointments not just telephone calls. The Receptionist should always advise you that your time is approximate when the appointment is made.

### Hay fever

We are currently experiencing a high volume of calls in relation to hay fever. Please be aware that this is not generally something which we can help with for a number of reasons:

1. Hay fever is a health condition which comes under the NHS self-care policy. This means we ask patients to buy their own treatments over the counter in local pharmacies, supermarkets or online, rather than prescribing it.
2. We are unable to offer any 'stronger' treatments on prescription than are already available to purchase over the counter.
3. There is no known cure for hay fever, it must be managed by Antihistamines to block the allergic response. Nasal sprays that contain decongestants may be useful on the worst days or for additional relief of congestion.
4. All hay fever treatments should be taken regularly as it is more difficult to control symptoms that are already well established. Only taking medications occasionally on the worst days is much less effective and you should aim to start using the preventative/treatment nasal sprays two weeks before your symptoms usually begin.



## Rejected Prescription Requests

We have received several queries regarding medication requests that have been rejected online. We always write a message alongside our rejections to notify you that you do not need to contact us as it is usually something as simple as the GP needs to reauthorise the medication. We will **always** contact you directly if there is a genuine problem with your medication request.



Do you have a burning sensation when weeing, need to wee frequently or urgently or have cloudy wee? 🚽

You may have a Urinary Tract Infection!

Pharmacists in the North East & North Cumbria can now provide immediate advice and appropriate treatment for UTIs for women aged 16-64 with no appointment needed! 🧑🏻

Ask your local pharmacist today and say #ByeByeUTI

Only available at participating pharmacies. Seascale Pharmacy is currently running this service.

## Maintenance Works

You may notice when visiting Seascale surgery that we are having some work done to the roof. This is causing some disruption to clinics as there is sometimes loud noises. We are sorry for any inconvenience this will cause, the work being undertaken is extensive.

## Staff News

Dr Agbata will be leaving us on the 8<sup>th</sup> of August. Dr Agbata has been with us for nearly two years working as a GP whilst also completing his training with us. We have loved having him working with us and will miss him but he feels the time is right for him to move on. We all wish him the best of luck with his next adventure!

On a lighter note we have some new faces starting at the surgery. We have a new nurse practitioner Emma starting with us this Thursday 3<sup>rd</sup> August and Lyndsey who has been here a little while now, a new receptionist which you may have already seen, Alicia started on Monday 31<sup>st</sup> July. Then Tracy who will be starting in Dispensary on the 7<sup>th</sup> August. Please bear with them whilst they are being trained.

## West Cumbria Breast Cancer Support Group



(Gosforth, Seascale & Surrounding Communities)

Have you been affected by a Breast Cancer diagnosis?

We are a small, friendly, informal group offering a warm welcome in a safe environment where we chat, share experiences and offer peer support.

Whether you are facing diagnosis, going through treatment or adjusting to life post treatment we really do understand what you are going through.

For further information, including details of our monthly meet-ups

find us on **Facebook**

@ West Cumbria Breast Cancer Support Group

or **email** us at

[westcumbriabusombuddies@gmail.com](mailto:westcumbriabusombuddies@gmail.com)

### Bank Holiday Closure

**Both sites will be closed on Monday 28<sup>th</sup> August.**

Please check your medicine supplies prior to the closure and order appropriately. If you find yourself without your repeat medication during the closures you are advised to contact 111 who can assist you and send a prescription to a Community Pharmacy that is open during the bank holiday.



**There is no training afternoon in August.**

