

Herne Hill Group Practice

2019 Summer Newsletter

Welcome to our Summer 2019 newsletter, bringing you up to date information on the Herne Hill Group Practice. This edition features **PPG news**, **Taking care in the sun**, **Patient feedback** and **Managing hay fever**.

Did you know...?

You can book appointments online or using an app on your phone. The advantages are:

- Quick and easy to use
- Avoids busy telephone lines
- Access out of practice hours
- Management of your appointments
- Safe and secure service



With this service you can also request repeat prescriptions.

For more information, including how to register, visit hernehillgp.nhs.uk/patient-access



From time to time we may wish to contact you by email or phone. Please speak to our reception team to ensure that we have up to date details for you.

If there is anything you would like to see featured in our next newsletter, please get in touch with us using the details below

Herne Hill Group Practice, 74 Herne Hill, London, SE24 9QP

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Patient Participation Group (PPG) News



What is a PPG?

A PPG is formed of a number of patients in the same practice coming together, working in partnership with the practice to:

- Offer a patient's perspective about how services can be improved or designed
- Build good working relationships with the practice for the benefit of all patients
- Improve communication between the practice and its patients and to ensure patients have the right information
- Support patients to stay well

The PPG here at the practice

Herne Hill GP PPG was formed in September 2016 and consists of a steering group of around 10 patients whose aim is to ensure that the concerns and views of the patients are heard by the practice.

The steering group of the PPG is always very keen to hear from patients who are interested in becoming a member. We are also currently looking to fill the position of a **chairperson**, so please contact the surgery if you are interested in this role and would like to find out more.

PPG open evening Tuesday 17th September 2019

The HHGP PPG is holding an **awareness event on Mind and Body on Tuesday 17th September at 18:30**, welcoming all patients from the practice.

Awareness weeks are run by the PPG and aim to encourage patients to consider their health and wellbeing outside of GP or hospital visits, and usually take various themes. Our upcoming awareness week, *Mind and Body*, links physical and mental health, and will involve short presentations from PPG steering group members with some information to take away. We'd like to see you there, so drop by at 18:30 (we aim to start no later than 18:45) on 17th September for refreshments and friendly discussions with the Group.

Enjoy the sun safely this summer



Summer is here and we all cannot wait to get out into the sunshine. We all know that we need the sun for healthy bones by making vitamin D. However, we must remember that too much sun can damage the skin causing it to age as well as giving rise to skin cancers.

Here are some tips to help you enjoy the sun safely:

1. Always wear sunscreen of SPF (Sun Protection Factor) 15 or greater
2. Re-apply sunscreen at least every 2 hours, more frequently if swimming
3. Cover up with a sunhat, long sleeved t-shirts and sunglasses
4. Avoid being in direct sunlight when the sun is at its hottest- between 11 and 3 stay under the trees!
5. Drink plenty of water whilst you are out
6. Have fun!



~ Dr Denise Robertson



Patient feedback

The practice welcomes comments and suggestions on its work as well as thoughts on how it might improve the patient experience and the quality and range of the services provided. To encourage patient feedback, ahead of you when entering the reception through the front door, there is a suggestion box. Above the box are forms to record your ideas and comments.

If you prefer to remain anonymous, please leave the 'name box' blank. The practice treats all comments seriously, whether anonymous or not, and all submissions are passed on to the practice's PPG for consideration.

We look forward to hearing from you.

Hay fever (Seasonal allergic rhinitis)



Sneezing, runny nose, watery eyes and headaches?

Time to manage your hay fever

- Avoid triggers, such as grassy areas and car fumes
- Wear sunglasses
- Apply petroleum jelly inside nostrils to block pollen

What to buy from the chemists

- Antihistamines help to reduce all symptoms
- Nasal sprays or decongestants for blocked noses
- Eye drops for irritated eyes
- Paracetamol or ibuprofen for headaches and sinus pain
- Lozenges for tickly throats

See your GP if you are:

- Wheezing, breathless or have a tight chest
- Pregnant or breastfeeding
- Not getting symptomatic relief with over the counter medicines

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