



# Ruby Country Medical Group

HOLSWORTHY & STRATTON  
HATHERLEIGH & SHEBBEAR

# DECEMBER

## Stratton

NEWSLETTER 9

### Your Doctors

HOLSWORTHY  
t: 01409 253692

*Dr. R. Wardle*

*Dr. R. Shaw*

*Dr. Andy Brown*

*Dr. Stone*

*Dr. Alexandra Brown*

*Dr. C. Hall*

*Dr. Sean Whitaker*

*Dr. Holly Puckett*

*Dr. Theresa Pestrige*

STRATTON  
t: 01288 352133

*Dr. Green-Armytage*

*Dr. A. Moss*

*Dr. S. Partridge*

*Dr. D. Kandola*

*Dr. M Higgs*

HATHERLEIGH  
t: 01409 253692

*Dr. David Lee*

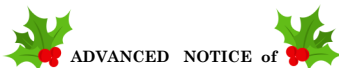
*Dr Mark Eggleton*

### Management Partner

*Jane Wells*

### OPENING TIMES

8.30 to 6pm Monday to Friday.



### ADVANCED NOTICE of CLOSURE

Tues 25th Dec  
Wed 26th Dec  
Tues 1st Jan

### OUT OF HOURS

For urgent advice and treatment: call NHS 111 on 111 Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

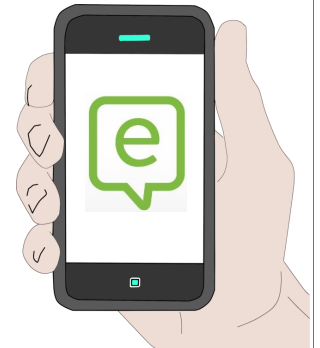
## econsult COMING SOON

We are excited to announce that we will be launching eConsult for our patients in the new year. The service will become available in the new year across Ruby Country Medical Group, meaning it will be available to all of our Holsworthy, Stratton, Hatherleigh & Shebbear patients.

### **What is eConsult?**

eConsult provides an online portal where patients can:

- 1) Self-check their symptoms, and receive on the spot medical advice 24/7. *Patients may find the answers they need from the reliable, trustworthy information syndicated from NHS Choices.*
- 2) Being sign posted to 111 or another appropriate local service for minor conditions. *Determining if a patient can receive medical attention they need elsewhere and putting them directly in touch with appropriate alternative primary care providers.*
- 3) eConsult with your GP. *Patients can complete a GP devised questionnaire that is then forwarded onto the surgery for review. Patients will receive a response from the surgery before the end of the next working day; this may be by a phone call from a clinician, being asked to make an appointment with your GP or by receiving a prescription, whichever is needed.*



*ALL FROM THE CONVENIENCE OF YOUR OWN HOME.*

### **How can eConsult be accessed?**

eConsult will be accessible via the practice website 24/7:

[www.rubycountrymedicalgroup.co.uk](http://www.rubycountrymedicalgroup.co.uk)

### **Meet the Team—Patient Service Advisors**

Our patient service advisor team at Stratton are the first point of contact for the surgery. The team directs and sign posts patients, either on the phone or on the helpdesk, to the most appropriate service, clinic or clinician that will be able to meet their needs and provide the most appropriate care. The team are:



**Emma (Team Lead), Nancy, Sally, Janet, Jo, Marina, Tracy, Steph & Jenny.**



*Happy Retirement to Dr R Waterhouse who leaves Stratton Medical Centre after 26 years on Friday 7th December. We all wish you a happy & healthy retirement.*

## SELF CARE

### WHAT SHOULD YOU HAVE IN YOUR MEDICINE CUPBOARD?

Be prepared for common ailments by keeping a well-stocked medicine cabinet at home, including...

**Pain relief-** Painkillers like aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains, such as headaches and period pain. These medicines also help with some minor ailments, such as the common cold, by reducing aches, pain and high temperatures. Paracetamol, aspirin and ibuprofen also help reduce the inflammation seen in arthritis and sprains.

Bear in mind!

Aspirin mustn't be given to children under 16. Ibuprofen must be taken with caution if you have certain conditions, such as asthma. Pregnant women shouldn't take ibuprofen – visit the bumps website to find out more about taking medicines when you're pregnant. **Check with your pharmacist if in doubt.**

**Antihistamines-** These are useful for dealing with allergies and insect bites. They're also helpful if you have hay fever. Antihistamines can come in the form of creams you apply to the skin (topical antihistamine) or tablets you swallow (oral antihistamine). Antihistamine creams soothe insect stings and bites, and rashes and itching from stinging nettles. Antihistamine tablets help control hay fever symptoms and calm minor allergic reactions to food. They can also help calm itchiness during chickenpox. Some antihistamines may cause drowsiness. **Ask your pharmacist** about this as there are some antihistamines that don't cause drowsiness.

**Oral rehydration salts-** Fever, diarrhoea and vomiting make us lose water and essential minerals, and can lead to dehydration. Oral rehydration salts, available at pharmacies, are an easy way to help restore your body's natural balance of minerals and fluid, and help your recovery. But they don't fight the cause of your illness, such as a virus or bacteria.


**Anti-diarrhoea tablets-** Diarrhoea is caused by a range of things, such as food poisoning or a stomach virus, and can happen without warning. It's a good idea to keep an anti-diarrhoea medicine at home. Anti-diarrhoea remedies can quickly control the symptoms of diarrhoea, although they don't deal with the underlying cause. The most common anti-diarrhoeal is loperamide, sold under the names Imodium, Arret and Diasorb, among others. It works by slowing down the action of your gut.


Don't give anti-diarrhoea medicines to children under 12 as they may have undesirable side effects. **Speak to your pharmacist** or GP or for advice about a child with these symptoms.

**Indigestion treatment-** If you have stomach ache or heartburn, a simple antacid will reduce stomach acidity and bring relief. Antacids come as chewable tablets, tablets that dissolve in water, or in liquid form.

**Sunscreen**—Keep a sun lotion of at least factor 15. Even fairly brief exposure to the sun can cause sunburn and increase your risk of skin cancer. Ensure your sunscreen provides UVA protection.



  
**IS YOUR HEART OLDER THAN YOU?**  
Search online for our **Heart Age Test** to find out today.  
**BECAUSE THERE'S ONLY ONE YOU**



*Merry Christmas & a Happy New Year from all of us at Ruby Country Medical Group*

 **Ruby Country Medical Centre**  **@HolsworthyMC1**