

# Meadowbridge

# SURGERY

# 2024

January 2024

## Highlights

Thank you to our patients

December Statistics

The Little Orange Book –  
Allergies and Allergic  
Reactions

Pharmacy First – attending  
the pharmacy for certain  
conditions

Physiotherapy QR code

Pharmacy First – advice for  
patients this winter



Debra, one of our admin team members, created 'Hot Chocolate Reindeers' in December to raise money for the charity Cash for Kids.

The charity were accepting toys or a cash donation to provide presents for children who may not have a lot to open on Christmas Day. The charity shared a post in December that they had no donations for boys aged between 9-13 years old. A minimum of £50 was required to sponsor a child.

Debra brought in her delicious reindeers to share with the staff for a minimum donation of £2. The total amount raised was £108 and this was all donated to Cash for Kids by our lovely Debra.

To register for Patient Facing Services, email [reception.z00382@gp.hscni.net](mailto:reception.z00382@gp.hscni.net) with your full name, date of birth and address and we will send you a registration token with all the instructions you need.

**61.62%** of our patients are already registered. **5,665** out of **9193** patients are using the service regularly. Users can request prescriptions, request daily triages (until capacity is full) and send non urgent instant messages.





**Thank you for  
the incredibly  
generous gifts  
we received  
throughout the  
month of  
December.  
Above are just  
some of the  
many gifts we  
received.  
These gifts are  
greatly  
appreciated by  
all of our staff  
and are  
thoroughly  
enjoyed over our  
Christmas break.**

# THANK YOU!





# [www.meadowbridgesurgery.co.uk](http://www.meadowbridgesurgery.co.uk)

Patients can sign up to receive the practice newsletter to their email each month.

Go to the home page and select Surgery News. Scroll to the bottom of the page, where you will be asked to provide an email address.

**IN DECEMBER 2023, 10 NEW PATIENTS SIGNED UP TO RECEIVE OUR BULLETN.**

**Between 216 and 560 people viewed our website per day**



**SIGN UP  
FOR OUR  
BULLETIN**

# PRACTICE STATISTICS

DECEMBER 2023



**982**

Appointments booked in  
the Treatment Room

**31**



Appointments booked and not  
attended by patient



**2,133**

Daily Triage Slots actioned by a  
Clinician

**1,938**



Hospital letters  
actioned by Practice staff



**3,565**

Prescriptions ordered via Patient  
Services Online

**982**



Incoming Telephone Calls to the  
Practice

# PRACTICE STATISTICS

DECEMBER 2023



**13,750**

General Administration  
Tasks

**83**



Home Visits by a GP



**2,425**

Face to Face Surgery  
consultations

**432**



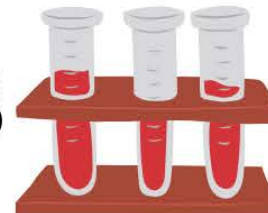
Triage Telephone calls from  
Patients



**656**

Triage Telephone calls to Patients

**2,283**



Patient results reviewed



# THE LITTLE ORANGE BOOK

For more information go to [https://meadowbridgesurgery.co.uk/website/Z00382/files/Little-Orange-Book-1%20\(1\).pdf](https://meadowbridgesurgery.co.uk/website/Z00382/files/Little-Orange-Book-1%20(1).pdf)

## ALLERGIES AND ALLERGIC REACTIONS

An allergy happens when your baby or child's body reacts to normally harmless substances, such as food ingredients (like cow's milk protein, peanuts, or eggs), pollen, viruses, insect bites, cat and animal fur, house dust mite and medicines.

Allergies are more common in children with asthma, hayfever and eczema, or if there are other family members with similar allergies or illnesses.

### Symptoms of an immediate reaction (appearing within a few minutes)

- Red itchy rash around the mouth
- Runny nose and sneezing
- Swelling of the lips and face including eyelids (see **When to seek urgent help**)
- Red itchy lumps in the skin (hives/nettle-sting rash).

IF YOU'RE UNSURE, OR IF THE PROBLEM DOESN'T SETTLE, SPEAK TO YOUR GP OR CONTACT 111



### TOP TIP

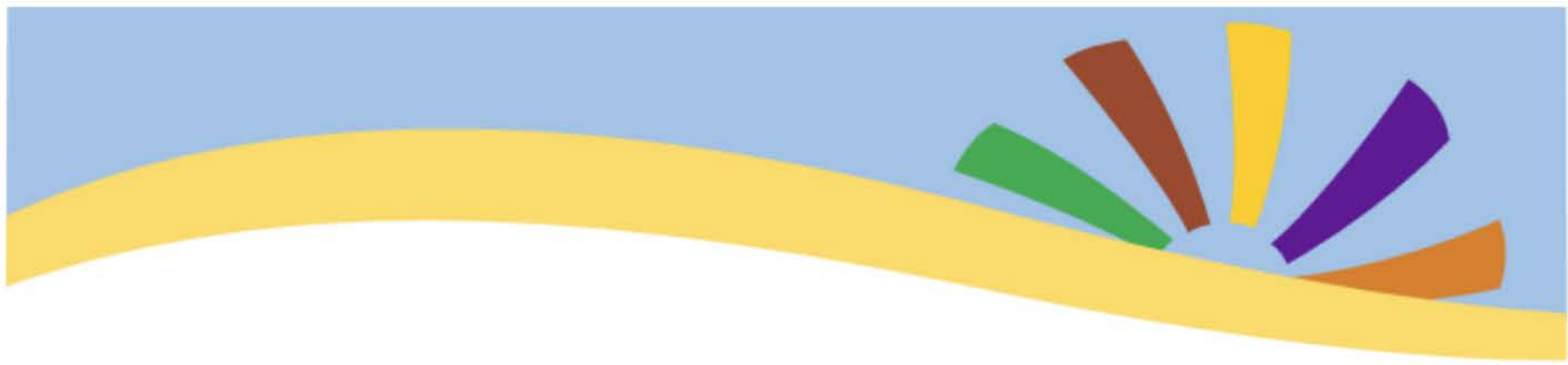
*Anti-histamine medicine can help relieve these symptoms and is available from your Pharmacist.*

## When to Seek urgent help from 999



**CALL 999**

Very rarely babies and children can get severe swelling of their lips, tongue and throat which can cause them to have noisy breathing, struggle to breathe, and go pale and floppy. This is called **anaphylaxis** and is an **EMERGENCY** situation for which you should call 999.



# Physiotherapy



Waiting times can be long when trying to see a Physiotherapist about your joint or muscle pain.

But you don't need to wait to start your recovery.

**Scan this QR code** with the camera on your phone to access information on common conditions and things you can do now to reduce your symptoms.





For **FREE** confidential advice and treatment ask your pharmacist **FIRST**

- |                        |                  |
|------------------------|------------------|
| ✓ Acne                 | ✓ Mouth Ulcers   |
| ✓ Athlete's foot       | ✓ Oral Thrush    |
| ✓ Diarrhoea            | ✓ Scabies        |
| ✓ Ear Wax              | ✓ Threadworms    |
| ✓ Groin area infection | ✓ Vaginal Thrush |
| ✓ Haemorrhoids         | ✓ Verrucae       |
| ✓ Head lice            |                  |



# The morning after pill

## Emergency Hormonal Contraception

I DON'T  
WANT  
TO GET  
PREGNANT

- ✓ **FREE** confidential and discreet service
- ✓ **FREE** supply of the morning after pill
- ✓ Available up to 120 hours after unprotected sex



**Available from your local community pharmacy**



## Urinary Tract Infection (UTI)

**Do you have any of the  
following urinary symptoms?**

**PASSING URINE  
MORE OFTEN  
AT NIGHT?**

**CLOUDY  
URINE?**

**BURNING PAIN  
WHEN PASSING  
URINE?**



**Ask your pharmacist first for Advice, Test & Treatment  
(if needed) without having to contact your GP**

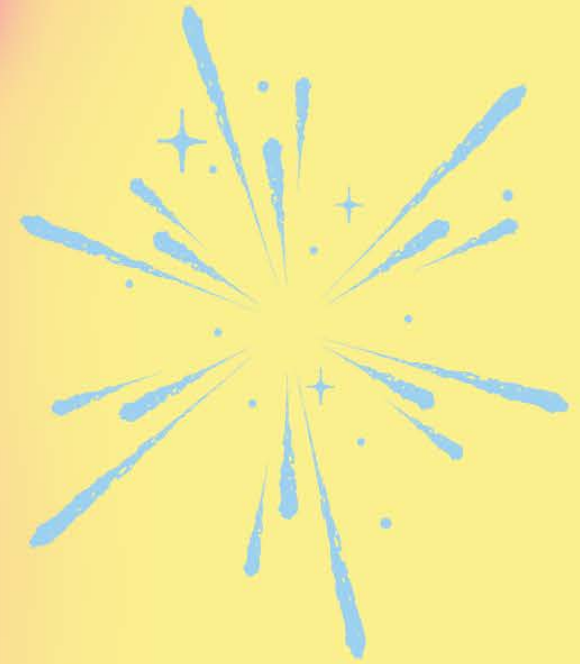
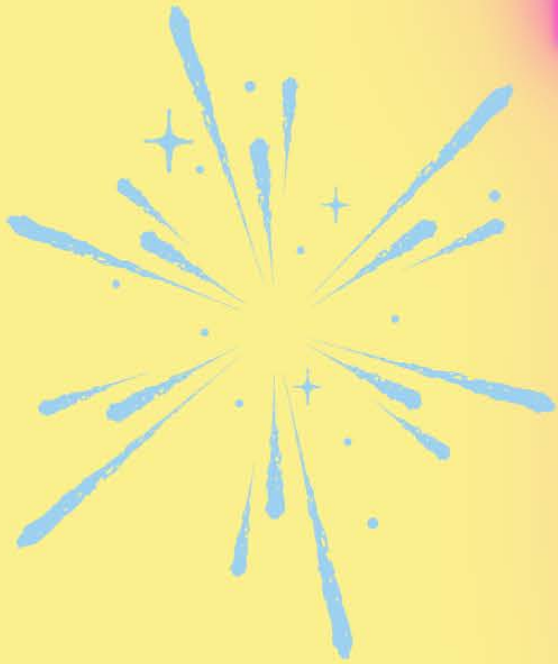


## Pharmacy First for sore throat



Ask your pharmacist **FIRST**  
for free and confidential  
advice, test and treatment  
for **sore throat**

# **HAPPY NEW YEAR**



**FROM ALL AT MEADOWBRIDGE SURGERY**

**WE WISH YOU A HAPPY AND HEALTHY NEW YEAR**