



You may have seen this new NHS initiative in the media. It is an extension of what has been in place for over a year via the Community Pharmacy Programme. It will provide many benefits to patients in terms of access to faster treatment and advice for common conditions.

<b>SEASONAL: SPRING / SUMMER</b>	Hayfever		
	Insect bites and stings including <b>suspected infected Bites &amp; Stings</b>	Stings with (expected) local redness and / or swelling	
<b>Urinary tract infection (UTI) / THRUSH</b>	UTI : Women aged between 16 and 64 years of age with <b>TWO</b> of the following and <b>suspected UTI infection:</b> <ul style="list-style-type: none"> <li>○ Dysuria (painful/discomfort/ burning with urination)</li> <li>○ New nocturia</li> <li>○ Cloudy urine</li> </ul>	Vaginal discharge	Vaginal itch or soreness
<b>EYE</b>	Conjunctivitis Dry or sore or tired eye(s) Eye pink or irritable	Eye sticky Eyelid problems	Watery or runny eye(s)
<b>EAR</b>	Earache including <b>suspected Acute Otitis Media.</b>	Ear wax causing blocked ear(s) or hearing problems	
<b>GASTRIC / BOWEL</b>	Constipation Diarrhoea Infant colic	Heartburn Indigestion Threadworm	Haemorrhoids Rectal pain Nausea or vomiting
<b>PAIN</b>	Acute pain Ankle or foot pain Hip pain or swelling Knee or leg pain	Lower back pain Lower limb pain Headache or migraine Shoulder pain	Sprains and strains Thigh or buttock pain Wrist, hand or finger pain
<b>SKIN</b>	Acne, spots or pimples Athlete's foot Blisters on foot Dermatitis/ dry skin Hair loss	Nappy rash Ringworm Scabies <b>Suspected Impetigo infection.</b>	Skin rash <b>including suspected Shingles</b> Warts/verrucae Wound problems and skin dressings
<b>MOUTH/ THROAT</b>	Cold sores/blisters Hoarseness <b>Acute Sore Throat including suspected infection.</b>	Mouth ulcers Sore mouth	Oral thrush Teething Toothache
<b>SEASONAL: AUTUMN / WINTER</b>	Coughs	<b>Suspected signs and symptoms of Sinusitis</b>	Flu-like symptoms
	Congested, blocked or runny nose	Constant need to clear throat	Excess mucus

There are certain caveats and our patient advisor team have been trained on who or what is suitable for referral. You can of course go directly to a pharmacy if that is more convenient to you. If a Community Pharmacist feels they are unable to assist they will notify us via email and advise you to make an appropriate appointment with us.



Cleavelands now has **11,302** patients

registered at the surgery, with approximately 20 new patients joining every week.

With new houses being built close to the surgery in the coming year/s, we can expect numbers to increase.

We are currently fully staffed, and we have no additional consulting room capacity.

One of the ongoing problems we face is the number of patients who still do not arrive for their appointments or opt not to cancel them. On average 25 people a week, this is not sustainable and is not fair on other patients. We totally understand that things happen, but it is so easily to cancel, via our website, the NHS App, SystmOnline App or call us.

Patients who do not turn up for their appointments have a code added to their record automatically and we must report back to the local health authority on a regular basis. We do all we can to try and remind patients about their appointments. Patients who frequently do not attend will receive a letter from the surgery and additional conditions then may be put in place for the patient.

HM Government

NHS

Dr. Rahim  
Tue 11am

Track down the  
note you left  
somewhere

or

Just tap the App

13:45

View appointments



### Spring Covid Boosters

We are still waiting for official guidance, but we anticipate that we will be offering boosters to eligible patients here at the surgery at the end of March. We will contact patients directly once we have all the details.

There has been a lot of coverage in the media about Measles recently. Below is a link to a short video from the NHS on MMR.  
<https://www.youtube.com/watch?v=KZ5m7RbhfCg>