



November/  
December 2019

# Bourn Surgery Newsletter

[www.bournsurgery.nhs.uk](http://www.bournsurgery.nhs.uk)

**Christmas Closure: Wednesday 25th and Thursday 26th December 2019.  
New Year Closure: Wednesday 1st January 2020.**

**Please note that Dispensary will close at 1pm on Tuesday 24th December 2019.**

## **'Tis the Season to plan ahead:**

The Christmas bank holidays are coming and it is time to ensure that you have enough of your medications. Please remember that the Surgery is only closed on the 25th and 26th of December and the 1st of January. Dispensary will be open as normal otherwise (except for the 24th December when Dispensary will close early at 1pm), so there should not be too much need to order extra medication. Please bear in mind that this is a particularly busy time for Dispensary and the last day to order medication to guarantee collection before Christmas is **Wednesday 18th December**.

We have found that increasingly medication is being ordered and then not collected for several weeks. We would encourage you to collect your medication in a timely fashion, and to try and avoid having large stocks of your medication at home, as this leads to wastage and increases the potential for confusion and error when dosages or medications are changed.

## **Bourn Surgery on facebook:**

Bourn Surgery has a facebook page, found by searching 'Bourn Surgery'. We are expanding our use of this page as a way of communication with our patients, and we post regular updates regarding NHS information and advice, as well as updates regarding the Surgery. In order to receive these posts on your news stream, please follow Bourn Surgery on facebook. If you have any comments about how you would like to see this page used, please contact the Practice Manager, Mrs Tracey Wilson.

## **Stoma Nurse:**

We are pleased to be able to offer our patients with stomas an appointment at the Surgery with a Specialist Stoma Nurse in December or January. Patients for whom this is relevant should have received a letter already, but we would like to encourage you to take up this opportunity. This service is being provided and funded by our local GP federation, the Cambs GP Network. The Specialist Nurse will not be promoting any particular brand of stoma devices, but will provide an opportunity have a specialist review without having to visit hospital.

**The Doctors and Staff of Bourn Surgery would like  
to wish all of our patients a Merry Christmas and a  
Happy New Year.**

## Supporting our carers:

As we have discussed in a previous newsletter, we are looking to improve our identification and support of those of our patients who are also carers. A carer is an individual, irrespective of age, who provides or supervises a substantial amount of care on a regular basis to someone (such as a relative, partner, friend or neighbour) who is unable to manage on their own. This can be due to a variety of factors such as illness, disability, frailty, mental distress, impairment or substance abuse. A carer can be a child looking after an older person or parent, or an older person looking after a disabled partner. The person being cared for may not be registered at Bourn Surgery. A surgery such as Bourn is likely to have a 10% carer rate; roughly 600 patients, and 2% of our practice population (about 120 patients) typically provide care for more than 50 hours per week. Carers have been shown to have higher rates of both physical and mental illness, as well as financial burdens.

If you feel that you are a carer, then we would really like to know. We are working with Caring Together, a charity (formally known as the Carer's Trust) who provide services and help for carers and their families across Cambridgeshire, Peterborough and Norfolk. They offer a wealth of advice and information for people who are carers, and have an informative website at [www.caringtogether.org](http://www.caringtogether.org) or can be contacted by 'phone on **0345 241 0954**. Caring Together can offer support in a variety of ways, including:

- Adult carers can access respite breaks tailored to their needs, such as an hour per week for an appointment, or a day or weekend break for a special occasion.
- Caring Together offer emergency 'What If' planning in case of carer illness or accident. The carer is given a key fob to carry with them, and their details are registered with Caring Together. In the event of the carer having an accident or illness, Caring Together will contact the carer's next of kin, and offer 24hrs free care for the cared-for person while a longer-term solution can be found. This service runs 24hrs/day and aims for a quick response.
- Caring Together can offer advice on Carer's Assessments. The Carer's Assessment process is run through the County Council, but the process can be arranged through Caring Together.
- Caring Together offer an Information and Advice line which any carers can call directly.
- Listening Ear is a Caring Together service run by volunteers who are all ex-carers.

At the Surgery we also offer Health Checks for carers, in order to better support this group of patients. Please speak to Reception and ask to book a Carer's Health Check with a GP. Carers are also entitled to 'flu vaccination for free on the NHS. Please contact Reception to arrange vaccination if you have not already done so.

### Reception

- **Mon-Fri:**  
**8.30am-1pm, 1.30pm-6pm**
- **Appointments: 01954 719469**
- **Emergencies: 01954 719313**

### Dispensary

- **Mon-Fri: 8.30am-1pm,  
2pm-6pm**

### Out of Hours

- **01954 719313 and listen to the automated message.**