

# NEWSLETTER

## **BANK HOLIDAY**

*The Practice will be closed on Monday 19 July 2021.  
If you require medical attention please call NHS24 on 111  
In an emergency always call 999*

As we continue to adjust to the new normal, the NHS is facing an exceptional increase in demand and volume of work. As you will have heard in the news this demand is a combination of work created by the COVID pandemic, restarting of services and working through backlog, as well as challenges of keeping everyone safe within new protocols and guidelines. Here at Jedburgh we are no exception, and face a daily challenge of high demand. We are of course taking measures to address as best we can but would ask you all to be understanding, and most of all to be kind to our staff.

## BE KIND

There are a few things you can do to help us:

- The first hour of the day is the busiest on the phone – if your request is non-urgent such as requesting results, forms, medicals or medication then please call us later in the day. Monday is always busier than any other day too.
- If you have a minor injury please call 111. In line with NHS guidelines of Right Care Right Place, we are not seeing minor injuries in the Practice.
- If you are calling for one of our healthcare colleagues such as health visitor, midwife, district nurse or treatment room please call NHS reception on 01835 865 200
- If you have COVID symptoms you must be assessed by 111 first before we can see you. Again this is in line with NHS guidelines.

85% of all our adult patients have received their COVID vaccination

"It's alright to ask for help"

**SAMARITANS**  
116 123

Thank you to the Community Council for the lovely flowers.



## **Advanced Physiotherapy Practitioner**

As part of our clinical team we have Laura Mabon here every Tuesday and Friday to provide a specialist physio service to our patients. Laura is first contact for diagnosis and treatment for conditions such as:

- Osteoarthritis
- Neck and shoulder pain
- Low back & hip pain
- Sciatica
- Wrist & hand pain
- Knee & ankle pain
- Ligament & muscle injuries

Laura is for first contact, with on-going physio treatment still being provided by the NHS MSK service. Laura's appointments can be booked up to one week ahead, with an initial telephone call to assess before face-to-face time is arranged. This service is for patients aged 16 and over.

Further information including exercises can also be found at [www.nhsinform.scot](http://www.nhsinform.scot)

## **Hayfever Advice**

Hayfever is a common allergic condition that affects up to one in five people. Symptoms include sneezing, a runny nose and itchy eyes. It's sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- Wearing wraparound sunglasses to stop pollen getting in your eyes when outdoors
- Taking a shower and changing your clothes after being outdoors to remove the pollen on your body
- Staying indoors when the pollen count is high

Most hayfever symptoms can be managed by over the counter medications. Your local pharmacist will be able supply these without the need for prescription, as well as give you any advice.