

WINTER WELLNESS INFORMATION BOOKLET

Winter 2014 - 2015



STAY HEALTHY THIS WINTER, SPEAK TO A PHARMACIST

Community pharmacies in: Barking & Dagenham, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest have produced this booklet for you. They want to help you and your family to stay as healthy as possible.

This Winter we have the Winter Wellness Campaign, aimed at giving local people all the information they need to keep warm and well this winter.

Flu is a highly infectious illness that can spread rapidly. If you're at risk of complications from flu you may be eligible for a free flu jab, otherwise your pharmacy can provide this for you privately.

Throughout the Winter Wellness Campaign, your pharmacy will be promoting a range of aspects of winter health including:

- Looking after yourself
- Seasonal flu jabs
- Infection control
- Preventing a fall
- Tips on what to wear, heating and other ways of keeping warm

Your local pharmacy is an important part of your community and is here to serve you.



Public Pharmacy Partnership

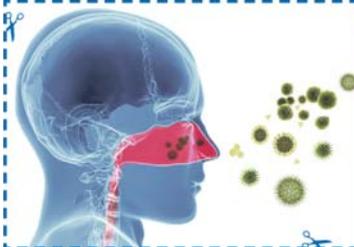
All carers and users of community pharmacy are invited to join a pharmacy user group called the North East London Public Pharmacy Partnership. (NEL PPP).

This enables you to support your pharmacy and get to know how pharmacists are improving the range of services for all people, in particular vulnerable groups like

the elderly and mentally ill.

Please join the pharmacy user group and become a member free of charge. Use your ideas and experience to help others. More information is available on www.nelppp.org.uk.

We have got a form which can be found on page 5.



FREE NHS FLU and Pneumonia vaccination

Ask for details at your Pharmacy

GETTING THE MOST FROM YOUR MEDICINES

Your body is a complex system in which everything interacts to different degrees. So when you take a medicine, for example for a specific muscular pain in your leg, you must also consider what effects this will have on the rest of your body. Coupled to this, there is no such thing as a medicine without side effects. Medicines can have more than one effect on your body and affect different people in different ways. The effects you don't want are called side effects.

With all the above going on, it naturally follows that working with your pharmacist will mean that you can get the best from your medicines.

Failure to get the best out of medicines can lead to:

- worsening of the condition being treated
- waste of NHS money
- increased patient discomfort
- time off work
- increased carer workload
- increased GP visits
- increased hospitalisation and in some cases even death.

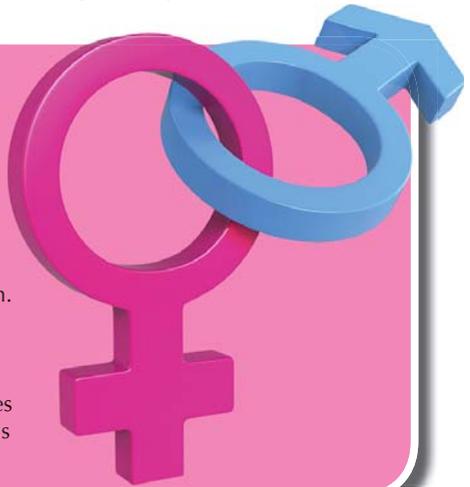


As trained experts in medicine, pharmacists are here on your doorstep to give you the advice and understanding you need to get the most out of your medicines.

Get the most out of your medicines. Get the most out of your local pharmacy.

KEEP LOVE SWEET

Your pharmacist can provide free and confidential advice, signposting you to more specialist advice if you need it. It is available to everyone regardless of sex, age, ethnic origin and sexual orientation. If you are under 16 years of age, your details will still be treated confidentially and no-one in your household will be contacted without your permission. However, staff may encourage you to talk to your parents, guardian or another trusted adult. Your local pharmacy will offer you Emergency Hormonal Contraception (EHC) and some pharmacies can provide testing for Sexually Transmitted Infections (STI) such as chlamydia.



DO YOU EVER:

- have trouble remembering to take your medicine?
- worry about how to take your medicine or for how long?
- struggle to read labels
- worry about taking too much medicine?
- battle to get tablets out of bottles or boxes?
- worry your medicine isn't working properly?
- have unused or old medicine at home?
- struggle to collect prescriptions from your pharmacy?

If the answer is "yes" to any of the above, or you need more information about your medicine, talk to your pharmacist.



TROUBLE TAKING TABLETS?

- are you or someone you care for struggling to take your medicine?
- ever found it difficult to swallow tablets or capsules?
- ever had to open a capsule or crush a tablet?
- ever mixed medicine into your food or drink?
- ever had to suck or chew a tablet or capsule?
- ever avoided taking medicine that's difficult to swallow?

If the answer is "yes" to any of the above, talk to your pharmacist. Crushing tablets or opening capsules may change the way a medicine works and there is often a liquid solution that can be taken as an alternative.

GIVE YOUR MEDICINES CABINET A MAKEOVER

Winter is coming and it is getting cold outside. The pressure on emergency care services and GP surgeries is likely to peak this winter. Your local pharmacists and pharmacy teams can help you take control of your own health this winter. The best thing you could do this winter is to arrange a well-stocked medicines cabinet and get a flu jab.

Your community pharmacy is within easy reach and located in the heart of the community where people live, work and shop. Many pharmacies are open for extended hours in the evenings and weekends.

Your local pharmacist and their staff are available to help you understand how you can treat minor winter ailments such as coughs and colds at home. Speaking to your pharmacy staff and taking their advice will help you feel much better.

Avoid delay and improve your chances of getting treated soon.



Stay in control this winter. Get a checklist of medicines from your local pharmacy. This will help you and your family through the winter season and at a time of urgent need.



VISIT YOUR PHARMACY FIRST

Many of you may visit a GP for conditions that could be treated with the help of a pharmacist. Your local pharmacist is trained to deal with minor ailments, see right. They already spend a good amount of their time recommending over-the-counter (OTC) medicines.

Your pharmacist will supply medicines from a specific list, give advice or refer to a GP if necessary. The medicines supplied are usually OTC products.

If you do not pay for your prescription, medicines will be supplied free of charge for any of the conditions listed right.

(Applies to Barking and Dagenham, Newham, Redbridge, Tower Hamlets and Waltham Forest. Havering residents are not eligible due to a Havering CCG decision - please see your doctor for a prescription or buy the recommended medicines over the counter).



Your pharmacist can help with:

- coughs & colds, including nasal congestion & sore throat
- constipation & haemorrhoids (piles)
- aches & pains, such as headaches, earache & back pain
- indigestion, diarrhoea & threadworms
- period pain & thrush
- warts & verrucas, mouth ulcers & cold sores
- athlete's foot
- nappy rash & teething
- skin conditions, such as mild acne & mild eczema
- minor cuts & bruises
- hay fever & allergies

Take control and support your local pharmacy



PHARMACY OF THE YEAR

We know that many of you receive excellent service from your local pharmacy. This often goes unnoticed. This year we want to name and celebrate the best pharmacies in your area. So if you have something to say about the pharmacy, please let us know about your experiences.

- use no more than 300 words.
- explain why your local pharmacy and/or their staff should be nominated to be recognised as the best in your area.
- submit your nomination either:
 - online www.nelppp.org.uk
 - email pharmacyoftheyear@nelppp.org.uk
 - in writing to NELPPP 1 Spurgate, Hutton, Brentwood, Essex CM13 2LA

Nominate your local pharmacy

PPP Application

Register online at:

www.nelppp.org.uk

or simply return this form to
your pharmacy



Complete your PPP application
and be entered for a
£100 prize draw*

PHARMACY USER Information

Title: First Name:

Surname:

Email Address:

Contact Number:

Name of pharmacy:

I prefer to be contacted by (Please ✓ one)

Phone

Email

Either

Current Address:

City:

Post Code:

Organisation Name (if applicable)

HEALTH AREAS OF INTEREST

Examples

Diabetes

Asthma

Blood Pressure

Cancer

Mental Health

Pain

Others (Please list them)

SIGNATURE

I declare that the information given on this form is correct and complete.

I understand that my individual details will not be passed on to others.

Signature of pharmacy user:

Date:

***£100 to be donated to your favourite health charity. Prize draw 20th November 2014**

GET A HEART CHECK FROM YOUR LOCAL PHARMACY

As we get older, we have a higher risk of developing high blood pressure and heart disease.

HEART CHECK BENEFITS

- it is your chance to get your free heart check.
- catch early signs of health problems.
- it will give you the knowledge you need to take control of your health.
- maintain your quality of life as you get older.
- you will be more confident about staying healthy.
- get personalised advice on keeping yourself healthy and active in the future.
- you will receive a summary of your results and your pharmacist will work with you.



Your Postcode

PLEASE TAKE THIS TO YOUR LOCAL PHARMACY

New services *you* would like:

	Y	N
Collection and Delivery of Repeat Prescriptions		
Stop Smoking Service		
Immunisation and Vaccination		
Help to use Medicines Better		
Weight Management, Diet & Nutrition		
Treating Minor Ailments		
Health Check to keep you healthy		
Breathing Problems e.g. Asthma		
Care for Terminally Ill Patients (Palliative Care)		
Monitoring of Blood Thinning Drug		
Improving Mental Health		
Prevention of Coronary Heart Disease		
Reducing Alcohol Consumption		
"The Morning After Pill"		
Other, please specify:		

PHARMACY WALK-IN-WALK-OUT VACCINATION SERVICES

Last year around 75% of community pharmacists were offering the free NHS flu jab. Nearly 21,000 people in NE London received their free NHS flu jab from a community pharmacy.

This year more community pharmacies are offering the free NHS flu jab as well as offering more vaccinations to help you protect your health.

Look for this sign:



YOUR LOCAL PHARMACY



NHS VACCINATION CENTRE



Prevention is better than cure

This year the NHS has recognised the good work of community pharmacy and the invaluable service that pharmacists and their teams have provided. Those people who are eligible for free NHS flu jabs are also entitled to:

- PPV to protect you against pneumonia (lung infection) and meningitis

If you receive a flu vaccination you may also be eligible for PPV. If you have a certain health condition like diabetes or asthma it is important to receive the PPV to protect you against pneumonia. Most people will not need to make an appointment.

This winter carers can also get help, see page 12

Visit your pharmacy today



FREE

**MEDICINES USE
REVIEW**

Are you taking 2 or more medicines?

*Ask for details at you Pharmacy
or contact 01277 849219*

FREE

**BLOOD PRESSURE
& HEARTRATE**

*Ask for details at you Pharmacy
or go to www.nelppp.org.uk*

£9.95
WAS £14.95

**FULL HEART CHECK
INCLUDING ECG**

*Ask for details at you Pharmacy
or go to www.nelppp.org.uk*

Your body takes **FLU** seriously... Do you?

Stroke or transient ischaemic attack (mini stroke)

Many patients with a history of stroke or mini-stroke who catch the flu are likely to have another stroke.

Reduce the risk and take control:

Take action:

Book an appointment for a free flu jab to prevent stroke-related hospitalisation or death.

65 or over

If you are aged 65 or over, you are more likely to suffer the worst effects of flu. A jab will mean you are less likely to develop pneumonia and be admitted to hospital.

Reduce the risk and take control:

Boost your immunity by 70 to 80% by having a free flu jab at your local pharmacy and reduce the chance of serious illness or death this winter.

Do you look after someone who wouldn't be able to get by without your help?

Carers that suffer the effects of flu can put the welfare of the person they are caring for at risk.

Reduce the risk and take control:

By taking care of yourself with a free flu jab at your local pharmacy, you can then provide the best care to that person.

Chronic Liver Disease

If you catch the flu you are likely to develop complications or worsening of your liver disease.

Reduce the risk and take control:

Your local pharmacist can give you a flu jab to prevent any worsening of your liver disease or death this winter.

Chronic Kidney Disease

Patients with chronic kidney disease find it difficult to fight off flu. Flu can also worsen the course of their condition to near fatal. Like people with other chronic health conditions, they can become seriously ill.

Reduce the risk and take control:

Your local pharmacist can prevent this deterioration by providing a free flu jab.

Reduced immunity

Patients receiving chemotherapy, steroid treatment, those with no spleen or suffering with HIV/AIDS already have weakened immunity. Their ability to fight off infections is reduced.

Reduce the risk and take control:

Boost your immunity by 70 to 80% with a free flu jab at your local pharmacy now.

Chronic Heart Disease

Patients with an underlying heart problem are more likely to have a heart attack if they contract the flu.

Reduce the risk and take control:

Your local pharmacist can give you a flu jab to prevent any worsening of your heart health or death this winter.

Chronic Lung disease or Asthma

Flu can worsen the progression of a chronic lung disease which can lead to hospitalisation. Patients with lung disease are also almost twice as likely to develop flu complications as healthy people.

Reduce the risk and take control:

A free flu jab will increase your protection from flu which means you are less likely to suffer hospitalisation or death.

Diabetes

Patients with diabetes are twice as likely to develop serious complications and three times more likely to be admitted to hospital from the effects of flu.

Reduce the risk and take control:

A free flu jab will prevent your condition taking control of you this winter, thereby reducing the risk of hospitalisation and death.

Pregnant

If you are pregnant, you are ten times more likely to be admitted to hospital from the effects of flu. The chance of a premature birth increases if you contract the flu.

Reduce the risk and take control:

Take action: Visit your local pharmacy for a free flu jab at any stage of pregnancy to keep you and your baby healthy.

**Take control of your health:
Book your flu jab at one of 280
participating pharmacies
in North East London**

FLU - PREVENTION IS BETTER THAN CURE

What is flu?

Any person can get flu. However, some people are at higher risk of developing symptoms than others. Flu is different from a cold, see symptoms in the table below. Influenza, or flu, is a viral infection that usually strikes between December and March. Elderly people (aged 65 and over) and those with some long term diseases are more likely to develop complications from flu.

Flu can be very unpleasant for children. They can have the same symptoms as adults. It can be more serious for children due to their weakened immunity, and for those with a long-term conditions, such as diabetes. Some children develop a very high fever or the serious effects of flu such as pneumonia (lung infection) and painful middle ear infection. They may need hospital treatment and, very occasionally, a child may die from flu. Coughs and sneezes spread diseases. You can catch the flu by inhaling the virus or by handling items touched by an infected person.



Cold Symptoms

- Low grade or no fever
- Headache is uncommon
- Mild fatigue, weakness
- Mild general aches and pains
- Sneezing, stuffy nose common
 - Mild cough
 - Sore throat common
- Mild to moderate chest congestion
 - Develops over a day or two

Flu Symptoms

- Sudden fever, often last 3+ days
 - Headache prominent
- Extreme fatigue, weakness can last weeks
 - Sever aches & pains
- Sneezing, stuffy nose sometimes occur
 - Cough can become severe
 - Sore throat sometimes occurs
- Chest congestion is common and can become severe
 - Sudden onset, within a few hours

CHILDHOOD FLU VACCINATION

For the 2014/2015 flu season, well trained pharmacists urge parents to take their children, aged between two and seventeen years with a serious medical condition, to their local pharmacy for their nasal spray flu vaccine. Your local pharmacy is ideally

located at the heart of your community to help protect you from the flu this winter. Trained pharmacists can provide a free NHS flu jab in a private consultation area. The earlier you get the jab the better, as it can take up to two weeks to take effect.



176,000 PEOPLE ON AVERAGE VISIT A COMMUNITY PHARMACY IN NORTH EAST LONDON EVERY DAY

Last year, community pharmacies in Barking & Dagenham, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest helped thousands of local people look after their health.

1. Pharmacies employ local people and provide training for their staff
2. Last year pharmacies helped 80,000 patients review their medication to ensure that they were getting the correct drugs and dosages for their condition.
3. Last year your pharmacies supported 21,000 patients with minor ailments, saving time as well as GP and hospital resources.



4. Last year your pharmacies had a 70% success rate for smokers who wanted to stop smoking.
5. This year your pharmacies are providing 100 new apprenticeships, creating permanent jobs.

CAN WE AFFORD TO LOSE COMMUNITY PHARMACIES ?

Is losing community pharmacies a price we want to pay?

Your local pharmacy provides you with a range of NHS services, health advice and support right on your doorstep. Now they need your support so that they can stay in your neighbourhood. Take advantage of the many services they provide so that your whole community can continue to benefit.

Without your local pharmacy, you will have to travel further to get your medicines and other medical supplies. You will have less opportunity to get the health advice you need close to home.

Visit your local pharmacy when you need your prescription drugs, over the counter medicines and health advice. Please also see p14 EPS2.

Help them to help you.



IF YOU LOOK AFTER SOMEONE WHO LOOKS AFTER YOU?

We do - your local pharmacy.

If you look after someone, who because of old age, illness, disability or mental ill health, can't manage on their own, this means YOU are a "carer".

This means you are entitled to help and support from your local pharmacy through:

- Free flu vaccination
- Support with your physical health
- Support if you are feeling overwhelmed with stress
- Support with getting the most out of medicines for you and the person/people you are supporting

You and your family are likely to need help to access social care in order to get appropriate services for the person you are caring for.

Your local pharmacy is working with adult social care services and local voluntary organisations to make this happen.

Please take or show the voucher below to your local pharmacy.

An illustration showing two hands, one from the left and one from the right, holding a large red heart. The hands are stylized with orange skin and white gloves. The heart is a solid red color. The entire illustration is enclosed in a dashed black border.

I AM A CARER

What can I do to look after my health and the person I care for?

A graphic for the radio station TIME 107.5 fm. It features the station's logo in white on a blue background, with a list of locations and program details. The background of the graphic shows a pharmacy interior with shelves of products.

Lycamedia Time 107.5 FM is part of Lycamedia II Ltd

TIME 107.5 fm

Playing Your Alltime Favorites

Barking
Dagenham
Havering
Redbridge
East London

Great Music, News
Traffic and Travel

Local Radio with a Soul

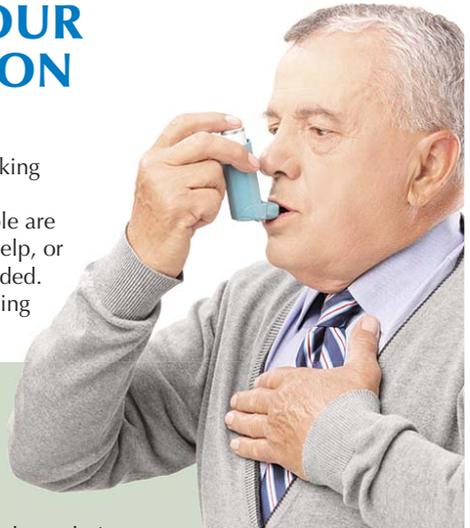
www.time1075.net
facebook.com/time1075 twitter.com/time1075_fm

TAKE CONTROL OF YOUR LONG TERM CONDITION

Asthma

A recent review of asthma deaths highlights two striking facts:

1. During the final attack of asthma, 45% of people are known to have died without seeking medical help, or before emergency medical care could be provided.
2. 10% of people had died within 28 days of leaving hospital after receiving asthma treatment



COPD

With winter approaching patients with COPD (Chronic Obstructive Pulmonary Disease) can find it difficult to manage. COPD is the most common reason for emergency admission to hospital due to lung disease. People can feel breathless and suffer from repeated chest infections. The six boroughs of North East are listed amongst the highest rates of asthma hospital admission rates in London. Asthma or COPD cannot be cured. But, your pharmacy staff can help you with:

1. Inhaler technique
2. Completion of an asthma selfcare plan
3. Better understanding on the use of rescue packs in the event of an asthma attack
4. Recognise when your symptoms are worsening
5. Reducing risk factors related to your condition
6. Flu vaccination
7. Stop Smoking service
8. Your local pharmacy team can help you address any concerns you have

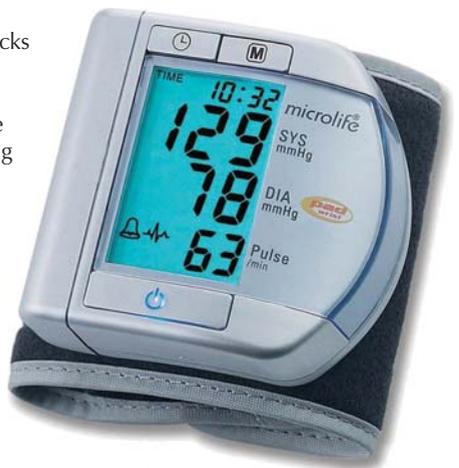
Blood Pressure

About 62,000 unexpected deaths from heart attacks and strokes occur in the UK due to poor blood pressure control.

Last June, 3,000 people had their ECG, heart rate and blood pressure measured at NEL participating pharmacies. Most people were well and were given advice about heart health. However, over 250 people had heart irregularities detected and were sent to their GPs for further consultation. Many of these patients did not know they had high blood pressure, low blood pressure or were wrongly taking medication to lower blood pressure.

High blood pressure rarely has any symptoms so the only way to know if you have the condition is to have your blood pressure measured. Blood pressure changes with age, so it makes sense that everyone over the age of 40 receives a check every 6 months.

Well trained pharmacy teams with the latest technology are waiting to hear from you and help save you from a disastrous and unexpected visit to A and E.



GREAT NEWS! ELECTRONIC PRESCRIPTIONS CAN BE SENT DIRECTLY FROM YOUR DOCTOR TO YOUR NEIGHBOURHOOD PHARMACY.

Electronic Prescription Service (EPS)

EPS is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. Your local pharmacy can provide this service for you if you have repeat prescriptions. This means you won't have to visit your GP practice just to pick up your paper prescription. Instead, your GP can send it electronically to your local pharmacy saving you time.



Repeat Prescriptions

If you live in North East London and you take regular medicine prescribed by your doctor, your local pharmacy could collect your prescriptions from your GP on your behalf. Your pharmacy could even deliver your repeat prescriptions to your home, which will save you time and the effort of having to make another trip to your GP practice. Complete the form on the next page and take it to your local pharmacy. If you need help completing the form, or you want to know more about this service, take it to your pharmacy and a member of the pharmacy team will be happy to help.



NHS PRESCRIPTION RE-ORDERING/COLLECTION ELECTRONIC PRESCRIPTION SERVICE

REGISTRATION FORM

Please fill in the relevant details
PLEASE WRITE CLEARLY IN CAPITALS

Title: Mr, Mrs, Miss, Ms, Other:.....

First Name:.....Surname:.....

NHS Number.....

this can be found at the top right hand section of your prescription

Tel No: Home:.....

Mobile:.....

Email:.....

Date of Birth:.....

Doctors Name:.....

Surgery Name:.....

Postcode:.....Tel.No:.....

Signed:.....Date:.....

- I am the patient
- I am the patient's parent/guardian
- I am the patient's representative

Signature:.....

Additional forms are available from the Pharmacy

KEEP YOUR HOUSEHOLD SMOKE-FREE

Pharmacists in NE London helped over 6,000 people give up smoking last year. You only need to ask for their help to take control of your smoking and health.

Every year around 100,000 people die from smoking, with many more deaths caused by smoking-related illnesses. Smoking increases your risk of developing more than 50 serious health conditions. You can become ill: if you smoke yourself; through other people's smoke (passive smoking, or secondhand smoke) Stoptober is the ideal time to stop smoking. If you can go without a cigarette for 28 days you are 5 times more likely to stay permanently smoke free.

Give yourself, your friends and relatives a gift: your health and peace of mind. Quit smoking. There comes a time in life when people weigh up the risks and decide to act with purpose and commitment. If you are a smoker with a commitment to stop smoking and want to enjoy better health contact your pharmacy team and make an appointment for expert help. You have more determination than you know. Take greater control of your life. Reduce the risks of serious illness by giving up smoking. Contact your pharmacy now and seek their expert help.



IT IS GOING TO BE A BUSY WINTER, THINK PHARMACY FIRST:

No one in NE London is more than 20 minutes away from their nearest pharmacy. Many pharmacies are becoming excellent centres of SelfCare to help you with your long-term conditions, early screening of health problems and supporting you to improve your health.

The British Medical Association (body representing doctors) and the NHS are recommending that you speak to your pharmacist. (See <http://bma.org.uk/working-for-change/improving-and-protecting-health/self-care>)

Pharmacists are highly trained healthcare professionals who can recognise many common health complaints and give advice. If your condition is more serious or you need medical advice, your pharmacist will advise you to contact your GP.

