

## Summer Newsletter 2017

Welcome to this issue of our Practic1e Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter, please inform a member of staff.

### Friends and Family results

**86%** of our patients would be extremely likely or likely to recommend their family and friends to our GP practice, which is encouraging to hear. We are always striving to provide the best care, so we are constantly looking at ways to improve the service that we provide.

If you wish to see all the monthly results, please go to our website or look through the A4 folder situated on the table in our waiting room. We have noticed that there are some comments concerning services that patients would like to see held at our surgery and it is often the case that the services are already being performed at the surgery. Please do take the time to look at our website ([www.newwokinghamroadsurgery.nhs.uk](http://www.newwokinghamroadsurgery.nhs.uk)) for information or ask at reception. You may be pleasantly surprised!



### Missed Appointments

In our 'Friends and Family Test' we noticed numerous responses were for more blood test appointments. Because of this feedback we had one of our nurses do an extra day working from 9am – 6pm doing extra blood test appointments to accommodate more of our patients. Unfortunately **5** appointments were missed that day! That is roughly **12%** of appointments unattended.

It's not just blood test appointments that get missed. From April-June we had **134** missed appointments! We have also had **96** missed telephone consultations with the Doctors!

**If you know you are going to be late for an appointment please call reception who will do their best to help and reschedule your appointment where needed.**

### Telephone calls

This is an alternative way to contact your GP and are offered to those patients who just need advice, can't get to the surgery or have an ongoing health problem that they need to discuss with the GP that they don't necessarily need to see them for. You can pre-book your telephone call on the day that suits best (or call on the morning if there are slots left available), you will be asked to call back at 12noon to register your call and inform the GP that you are available to call back. They will then return your call on the number you provide to reception. Lately the doctors have realised that not everyone



is calling back, or not answering their phone when they return the call, therefore wasting time for both the doctor and the patients that have to wait an extra day to be spoken to. So

please remember to register your call or you may not get your call back!

### Smoking Cessation Clinic

Are you motivated to quit and feel you would benefit from one to one support? Here at our surgery we have a trained Smoking Cessation Advisor, Sheila. If you would like Sheila's support to quit, please phone reception on 01344 773418 and make an appointment in our Smoking Cessation Clinic. This takes place on Wednesday afternoons (if this time is difficult for you, we will be happy to arrange an alternative appointment).

You do not need to be a registered patient with us to take advantage of this excellent, free service (minus prescription charges) so tell your friends and family!



### Travel appointments

Holiday season is upon us. If you are travelling in less than eight weeks we are **NOT** obliged to provide you with travel vaccinations. This is because there is not enough time to give you the correct vaccination courses before you travel.

Please complete the travel form from reception or at

<http://newwokinghamroadsurgery.nhs.uk/travel-advice.html> as soon as you know you are travelling to avoid delay. You can also try a local pharmacy that may be able to give travel advice if you are travelling last minute.



### Review letters

Here at the surgery we send review letters for those patients who have certain health issues I.E diabetes, hypertension or asthma. If you fall under one of these categories you receive letters each year to remind you to pop to the surgery for a check-up.

These letters have since been changed and we are putting reviews together to stop repetitive visits to the surgery. If you have both diabetes and hypertension you can have both reviews done in your diabetic appointment. If you have asthma and hypertension you can have a half hour appointment with the nurse and get them sorted within one visit.

You may also notice that your reminder letter maybe a little earlier this year. We have brought **ALL** review dates forward a couple of months. This is to try and spread reviews out more evenly throughout the year so please attend when receiving your reminders.

### Correct Patient information

Please can we remind you that to give the correct care we need all patients' up-to-date information - This includes email address, mobile numbers and correct home address. If you need to update your records please fill out a form at reception or let one of the receptionists know your new details.

**We are asking all patients over the age of 16 to provide their mobile number** (unless we have permission for parents to speak on their behalf). Also can we kindly ask that all patients request their own medication where possible – we are having parents email prescription requests for their adult children without having authorisation on their records to do so.



### Referrals

There has been more of a demand for referrals over the last couple of months. We cover both NHS and Private referrals depending on patients' request. All referrals are processed in date order (regardless if they are NHS or private) unless there is a matter of urgency which will then take priority.

### Roadworks

Most of us are aware that we are experiencing roadworks throughout Crowthorne and the surrounding areas. As frustrating as it is for everyone we are asking if all patients could try and leave a little earlier to make sure they arrive at the surgery in time for their appointments. We would like patients to be organised and understand the knock on effect it has when patients arrive late to their appointment. If you are stuck in traffic or know you are going to be late (as stated above in missed appointments) please call reception who can note you have called or re-arrange your appointment if necessary.



### Staff Training Days

Please make a note of the dates below when the surgery will close:

- Wednesday 13 September 2017
- Tuesday 31 October 2017
- Thursday 30 November 2017
- Tuesday 30 January 2018
- Wednesday 21 March 2018

**We will close at 12 noon on the day of training and re-open at 5pm.**



### Unacceptable Behaviour

We value and care for our staff. We would ask that they are treated with courtesy and respect. Any individual not complying with this request will be asked to leave the premises and may be removed from the Practice List.

## Surgery Automatic Doors – leaving the surgery

As you are aware, when you enter the surgery, our main entrance door and foyer door open automatically. Please, however, be aware that when you leave the surgery, you need to touch (firmly) the button on the wall near to the door to open each automatic door. **Please do not pull the doors** as this is affecting the automatic mechanism.



## Community Navigator

Community Navigators are local volunteers who help people find their way to activities, services or organisations which they would enjoy, find useful or benefit from within the local community.

You may be a young parent looking for peer support and different activities in your area; you may be a working age individual wanting to find out about local sports or music clubs and groups or you could be an elderly person looking to find support with managing a health condition or looking for new social networks to join.

For our surgery our community navigator is Monica. If you are interested; a time slot is booked with her; and she will explore a range of options in the community for the individual to engage with and will encourage them to attend groups, activities and services that can help them meet their needs. She will be in the surgery Wednesday afternoons but can telephone you if you are unable to attend the surgery.



## Wokingham Outreach Carers Service

Are you or is someone you know providing much-needed care for a loved one? If you are looking after someone whether it is an adult or a child who fits into one or more of the following examples then the Carers Outreach Service may be able to help you.

Elderly and frail, Physically disabled, Learning disability, Mental health difficulties, Substance misuse difficulties, Long term health condition and Sensory impairment.

The Carers Outreach Service can provide free personalised support for you to make your caring role easier.



The types of support available are: Information, advice and guidance, Support to complete benefits forms, Signposting to other local organisations, Short break accommodation, Carers support groups, Free access to local leisure, health and wellbeing facilities, Free training, Carers breaks and Carers grants.

Access to the local Carers outreach service is easily accessed by calling **0118 3247333**, emailing [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org) or writing to Wokingham **Carers Hub, Unit 14, Albury Close, Reading, RG30 1BD**.

## Minor Ailments Scheme

### Available at your local pharmacy:

The NHS Minor Ailment Scheme offers advice and treatment for certain common illnesses without seeing a GP. It is for adults and children from the age of two who want treatment for a minor illness. This scheme is convenient as there is no need to make an appointment at the surgery and many pharmacies are open at the weekend. Pharmacists can also refer you to see someone at the surgery if necessary.

Ailments included in this scheme are;

- Back-ache, sprains and strains
- Colds
- Conjunctivitis
- Constipation
- Coughs
- Diarrhoea
- Earache
- Hemorrhoids'
- Hay fever
- Headache and fever
- Heartburn and indigestion
- Insect bites and stings
- Mild eczema and dermatitis
- Minor fungal skin infections
- Sore throat
- Threadworm
- Thrush

*Ask  
your Pharmacist!*

And now from our Patient Participation Group...

### **Walking for Health and for Pleasure**

The Patients' Group have walks every month, usually the second Monday, not just for fitness, but also for a coffee and a chat as a social event. We have a fair number of regular members but could really do with a few more, so why not give it a try? We usually go to places such as Frimley Lodge Park, South Hill Park, Fleet Pond this year we had free entry to Trilakes but we are always open to new suggestions. We have a gentle stroll of a mile or two, and then go to the cafe (probably the most important part). This is very much patient led, even deciding where the next one should be, so the walks can be whatever you want them to be, at a speed that suits you and we are quite a friendly lot. We also ask for a voluntary donation for our current charity, so you are helping others as well as having fun.

If you want to know the date and location of the next walk, or need any further details please feel free to give me a ring.

Andy Wells-King 01252 874298



### **Have Your Say and Make a Difference**

We would like to increase the size of our Patient Reference Group, so why not sign up? Just give your email to Reception and you're in! We will send you a short Questionnaire once a year or so to get your views on both the Practice and any Secondary Care you may have had. This is particularly important as the results are fed to the Wokingham Clinical Commissioning Group who is responsible for purchasing all Secondary Care in our area. The more feedback they get the better, and from as many different age groups as possible. The information we as patients give them, enable them to make better, more informed decisions. Please note that anything you write on any questionnaire is always confidential.

### **My Cancer My Choices**

Although raising monies for charity is not one of our primary aims, we do raise money from the sale of second hand books and from donations from the walking group. We have collected in previous years for Southampton Children's Hospital and Naomi House, and our last charity was Hearing Dogs for Deaf People to whom we sent a total of £1100.

**We now have a brand new charity –**

#### **My Cancer My Choices.**

This is a volunteer led service offering a range of complementary therapies in a calm, peaceful and welcoming environment.

They are a registered charity and have been operating for just over a year, offering complementary therapies such as acupuncture, reflexology, massage and aromatherapy to patients undergoing active cancer treatment such as chemotherapy, radiotherapy and surgery. Often patients are unable to access these treatments privately whilst undergoing treatment or have to sign disclaimers when they are having treatment. My Cancer My Choices operate in two NHS premises - Bracknell Healthspace and the Royal Berkshire Hospital. All the therapists are volunteers but the charity is dedicated to ensuring that they are qualified, insured and attend continuing professional development. 1 in 3 cancer patients will seek complementary therapy during their cancer treatment, according to cancer research statistics, and My Cancer My Choices would like to ensure that this is open to all patients and not just those who are able to afford it.

So far, since November, you have kindly contributed **£700!**

If you would like to know more you will find it, together with a link, on the Practice website.

<http://newwokinghamroadsurgery.nhs.uk/patient-group/page/my-cancer-my-choices.html>



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*We hope you all have a happy and healthy summer.  
Please keep safe in the sunshine and keep hydrated at  
all times.*