

# WELLINGTON ROAD FAMILY PRACTICE

## PATIENT NEWSLETTER SPRING 2019



### **Bank Holiday Opening Arrangements**

We have several bank holidays over the coming months.

Friday 19<sup>th</sup> April 2019

Monday 22<sup>nd</sup> April 2019

Monday 6<sup>th</sup> May 2019

Monday 27<sup>th</sup> May 2019

Monday 26<sup>th</sup> August 2019

The practice will be closed on all of the above dates.

**Please telephone 111**, if you need a doctor during the bank holidays.

**Please make sure that you have enough medication particularly for the Easter period and that we have all requests for medication one week prior to the bank holidays to allow us time to process them.**

### **Practice News**

Dr Kate is on long term sick leave. Unfortunately, Dr Kate will not be available to work in the practice for several months while she is undergoing treatment for breast cancer again.

Dr Nick is also absent at present and is hoping to return sometime in May.

Dr Stephanie Meats will be taking maternity leave from the beginning of April and will be returning in February 2020. During her absence Dr Farzana Hakim, who some of you may have met will be covering some of Dr Meats sessions.

During both periods of absence we will also be using locums to ensure we have adequate cover. We will try where possible to have the same locums in order to continue offering continuity of care.

Some of you may have noticed an unfamiliar face on reception or a voice at the other end of the phone. We have appointed a new member of staff. Her name is Karen Biddel. Karen is our practice administrator but also works one shift per week on reception and covers for holidays and sickness.

### **Telephone system**

We apologise if you have been experiencing difficulties with our telephone system recently. We have taken on board the comments and feedback we have had from patients with the regards to the poor telephone line so you will be pleased to hear that we have decided to purchase a new telephone system. This will be installed over the coming weeks and will be robust enough to allow for further growth in our patient list size and to assist us with our business continuity planning.

### **Virtual Patient Participation Group**

We need your help! Would you like to be part of the future development of your practice, but don't have time to attend regular meetings?

Then please apply to join our Virtual Patient Participation Group. You can take part by post or email and we only meet once a year. Please speak to reception if you are interested in attending our next meeting in May 2019 for details of the exact date and time.

### **What is the purpose of the vPPG (Virtual Patient Participation Group)**

The group is for patients to work with the practice to:

- advise the practice on what matters most to patients
- identify solutions to problems
- promote improved communication between the practice and its patients
- help patients to take more responsibility for their health
- provide practical support and help to implement change
- think about the wider patient interest and not just their personal concerns

## How do you take part?

- The group will be contacted by email or by post
- The virtual patient participation group will be a voluntary group made up of practice patients
- A selection of candidates will be made to ensure a fair representation of the practice population

If you would like to apply to join the virtual patient participation group, please ask reception for a form

## Falls

There is some excellent advice regarding falls on the NHS Choices Website. You may find this particularly useful if this is something that you have been experiencing or a relative or friend has. If you do not have access to a computer, please speak to the receptionist who will be pleased to print off this information for you. Please click on the link below to access the information.

<https://www.nhs.uk/conditions/falls/>

## Travel Advice for Holidays Abroad

On our Practice website [www.wellingtonroadfamilypractice.co.uk](http://www.wellingtonroadfamilypractice.co.uk) you will find some helpful travel information. There's also a helpful NHS travel website [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) .

If you need any vaccinations relating to foreign travel, please complete the travel health questionnaire on our website. If you don't have access to the internet please ask at surgery reception for a travel health questionnaire. Once completed, the questionnaire will provide us with the information we need to determine what if any vaccinations are needed. We will then contact you for an appointment. Please submit the travel health questionnaire as soon as possible, **at least 6 weeks before you travel as the appointment to receive the vaccines needs to be at least 2 weeks before your travel in order to take effect.** Please be aware that we have to order vaccines as we do not keep them in stock and it can take time for them to arrive with us.

## **The NHS Long Term Plan**

You may have heard on the news in amongst all the ongoing Brexit saga, about the new NHS long term plan. NHS England published their plan in January. It was drawn up by a combination of front line staff, patient groups, clinicians and national experts. It is a lengthy document which focuses on issues such as:

- Out of hospital care
- Pressures on emergency services
- Action on prevention of health problems and health inequalities
- Children and young people services
- Improved care for major health conditions and
- Recruiting, developing and supporting NHS staff.

If you would like to read or given the length of the plan, dip into areas of it that interest you, the plan can be viewed at [www.longtermplan.nhs.uk](http://www.longtermplan.nhs.uk) An increased role for pharmacists, physiotherapists and paramedics has already been announced and will be developed over the next five years; initiatives to implement the long term plan can be viewed on this website as they are announced.

## **Calling Carers**

Some free courses and workshops are offered to carers in March, April and May, these include Coping with Loss and Change, Caring with Confidence and Nutrition and Dementia. Please contact **Carersline at the Carers Support Centre on 0117 965 2200** for more information.

The Carers Support Centre is also starting a new Carer Wellbeing service, offering six consecutive weekly sessions of counselling by telephone, skype or email. If you would like to know more please contact the Counselling Coordinator on 0117 958 9977.

## Volunteer sitters

The Carers Support Centre is looking to recruit volunteer sitters, people who would be willing to sit with people who are cared for whilst the carer has a break. Training and support will be provided to all volunteer sitters. The person to contact if you are interested in becoming a volunteer sitter is the sitting service co-ordinator Marilyn Crump on 0117 939 2562.