

WELLINGTON ROAD FAMILY PRACTICE

PATIENT NEWSLETTER SPRING / SUMMER 2020



Changes at Wellington Road Family Practice and Cadbury Heath Health Care

The Partners of Wellington Road Family Practice and Cadbury Heath Health Care would like to take this opportunity to brief all of their respective patients about a new development in the leadership and ownership of the two Practices. Following a lengthy period of discussion and deliberation, the Partners of both organisations have decided to bring together the two respective Partnerships into one, so that a single Partnership will encompass both Wellington Road and Cadbury Heath. This development provides a long term and sustainable basis for both Practices to continue to provide high quality patient centred healthcare to their local communities.

This decision has been under consideration for about a year, as both sets of Partners sought opportunities to create a leadership team with the experience, expertise and critical mass required to lead the two organisations into the future. The Partners of both Practices each hold a similar patient centred ethos and this formed the original basis for discussions. As you may be aware Dr Kate Mansfield, Partner at Wellington Road Family Practice, is seriously ill. As a consequence these plans became pressing, in order to provide leadership resilience and to ensure that a long term plan was developed.

It is very important to point out that whilst the leadership of Wellington Road and Cadbury Heath will come together, into one single partnership entity, consisting of all of the Partners from both organisations, both Practices will continue to operate as they do now. There is no intention whatsoever to close either site, in fact this initiative is intended to protect both locations into the future.

We have produced a list of Questions and Answers (Q&A) in order to provide as much information as we can at this stage which you can find on the practice website www.wellingtonroadsurgery.co.uk .

In summary, no patient will be asked to attend at the other Practice site to see a doctor or receive treatment and there are no plans in the immediate future to change our opening hours. Wellington Road's 'open surgery', 'sit and wait' arrangement for seeing a doctor will continue in the short term but it will be reviewed in due course to ensure best possible patient care. We will be holding meetings with patients at each Practice site to communicate with you and listen to you about how to make these changes; these meetings will provide opportunities to ask questions, express concerns and offer ideas and suggestions.

Staff Update at Wellington Road

Many of you will have seen the notifications in the surgery that owing to Dr. Kate's continuing ill health and treatment, both Dr. Kate and Dr. Nick will retire on 31st March 2020. We have received many cards thanking them for their care over the last 13 years and wishing them well. We have passed all of these on. I know they will both be much missed; their personal approach to health care and knowledge of the patients contributed to the practice winning many awards. When the present emergency has passed we are keen to have an open afternoon should you wish to attend and wish them well personally.

Dr. Victoria Gallagher, Dr. Brynn Bird and Dr. Huw Taylor who are based at Cadbury Heath will also work at Yate on a regular basis and also provide clinical leadership and oversight.

Dr. Rebecca Martin left earlier in the month to have her baby and Dr. Stephanie Meats returns from maternity leave in June 20. We are also pleased to announce that Dr. Tara Dallard has joined the GP team on a permanent basis too. Details of which GPs are working each day is always available on the website and updated weekly.

Coronavirus (COVID-19)

NHS 111 has an online coronavirus service that can tell you if you need medical help and can advise you what you should do. Please use this service if:

- You think you may have coronavirus,
- You've been in close contact with someone who has the coronavirus.

Please do NOT come to the surgery or go to a pharmacy or hospital.

Please stay indoors and avoid close contact with other people. Call 111 if you need someone to speak to or visit www.nhs.uk .

STAY INDOORS

AVOID UNNECESSARY JOURNEYS OR CONTACT

SAVE THE NHS

More About The NHS 111 Service

When our surgeries are closed please dial or redial the Freephone telephone number 111. Please use the 111 service if you urgently need medical help or advice but it is not a life threatening situation.

So call 111 if:

- You need medical help but it is not a 999 emergency,
- You don't know if you should be going to A&E,
- You have a medical issue that needs urgent attention but you don't know who to call,
- You need health information or reassurance about what to do next.

Please remember that at the moment NHS 111 is very busy with calls so you may have to wait for an answer to your telephone call.



NHS

Good Friday & Easter Monday 2020

It seems only a very short time ago that we were wishing you a merry Christmas and a happy New Year. Easter is on the 10th and 13th April this year. The doctors and staff at Wellington Road Family Practice would like to wish all our patients a very happy Easter.



To offer additional support during the Covid-19 outbreak our telephone lines will be open on both Good Friday and Easter Monday 2020 between the hours of 8.30am and 18.30. We continue to ask patients not to visit the surgery unless they have spoken with a clinician at the surgery and been advised to do so. If you have a life threatening medical emergency, please call 999 and please remember that NHS 111 online is still available for advice and guidance on all health concerns.

Your Care Plan in an emergency - ReSPECT

ReSPECT (Recommended Summary Plan for Emergency Care and Treatment)

Working alongside our local hospital and community teams we are now using the ReSPECT process to empower you all to consider and express your wishes regarding your future care, including hospital admission and resuscitation, should you become seriously unwell. In an emergency situation, healthcare professionals often have to make rapid decisions about your treatment, and you may not be well enough to discuss and make choices. Having a personal ReSPECT plan available to urgent care teams will help ensure you receive the right care for you. Further information is available at the surgery or online <https://www.resus.org.uk/respect/>.

How's Your Prostate? Time for a Check-Up?

The prostate is a small gland found only in men. It surrounds the tube carrying urine out of the body, (the urethra). The prostate gland is about the size of a walnut and tends to get larger as you grow older. Simple tests can indicate if you have a prostate problem; these can be undertaken at the GP surgery; men over 50 are encouraged to take advantage of testing. The tests may include a urine test to rule out infection, a PSA (prostate specific antigen) blood test and/or a DRE (Digital Rectal Examination).

If you notice any changes when you urinate, this could be a sign of a problem with your prostate. These changes include, needing to pee more often than usual especially at night, straining to start, weak flow, feeling that you bladder hasn't emptied properly, sudden urgent need to pee, and leakage after you've finished.

The best known prostate conditions are prostate cancer, now the most diagnosed cancer in England, an enlarged prostate (not caused by cancer), a common condition associated with growing older and prostatitis (again not caused by cancer) which is when the prostate becomes inflamed sometimes due to infection.

There's a general view that men are slow to respond to health problems; as far as prostate conditions are concerned, there's nothing to fear from the tests and given the treatment and support that's available, there's all to gain by asking your GP about keeping your prostate healthy!

SO DON'T PUT IT OFF, GET YOURSELF TESTED

Just Can't Wait Toilet Card



The Bowel and Bladder Community produce a card using the universally acknowledged WC signage. It can give peace of mind knowing that you can use the card to explain why you need to access a toilet quietly without having to actually say what is wrong. They also produce a phone app to help you locate the

nearest public facilities.

Website www.bladderandbowel.org telephone 01926 357220

Accessible Toilets

A RADAR key gives you access to accessible toilets all over the UK. You can buy a key from the Vassall Centre in Fishponds for £5, (phone to check availability) telephone number 0117 965 9630.

In South Gloucestershire you can get one accessible toilet key free of charge from any of the Council's One Stop Shops the nearest of which for the Practice catchment area are in Kingswood and Yate. You can also order a key online at www.radar.org

Changing Places Toilets

Standard accessible toilets do not meet the needs of all disabled people. Changing places toilets provide extra equipment and space including a changing bench and a hoist. You can find registered toilets and a map on their website www.changing-places.org

Yate Minor Injuries Unit

The Minor Injuries Unit at Yate West Gate Centre is open from 8am until 8pm each day, including Bank Holidays and weekends. No appointment is necessary. They offer a minor injuries service to both adults and children and are able to treat patients who present with the following:-

- Cuts and grazes
- Sprains and strains
- Arm, lower leg and foot injuries including broken bones
- Bites (human, animal or insect)
- Minor burns and scalds
- Minor head injuries
- Broken noses/nosebleeds
- Minor eye problems such as scratches or foreign bodies in the eyes

There is an x-ray facility on site which the team can refer you to for an immediate result if required.

The Blue Badge Scheme Changes



The Blue Badge scheme which helps people park closer to their destinations, has been extended to people living with 'hidden disabilities. This now includes people living with learning disabilities, autism and mental health conditions. Entitlement to the Blue Badge now extends to those people who score 10 points under the Personal Independence Payment mobility test of being 'unable to undertake any journey because it would cause overwhelming distress to the claimant'. The new criteria now includes people who:

- Cannot undertake a journey without there being a risk of serious harm to their health or safety or that of any other person,
- Cannot undertake a journey without it causing the considerable psychological distress
- Have very considerable difficulty when walking (both the physical act and experience of walking).

To apply for a Blue Badge visit www.gov.uk/apply-blue-badge or phone 01454 868004 if you live in South Gloucestershire or 01225 713002 if you live in Wiltshire

Looking After Our Mental Health

Having good mental health helps us relax and enjoy our lives more. There are simple things that we can all do to look after our mental health and well-being. Trying to look after our mental health is not something we should just be doing when we are struggling, or feeling low, anxious or depressed. In fact it is at difficult times that it is far harder to care well for ourselves.

Caring about our mental health is actually something that we should think about all the time. Good mental health can help us sleep better, manage our physical health better and enable us to do things we want to do more effectively and pleasurably. It helps us to have more positive and healthy relationships. Looking after our mental health is not only good for us now but it can help us manage difficult times in the future.

Finding out what helps us maintain good mental health can be a real asset when life gets tough. It will be different for everyone – anything that gives us positive energy - such as yoga, walking, meditation, taking up a new hobby or interest, nature or some other enjoyable activity.

Life affects us all differently. We all go through difficult times but as many as one in four of us each year will experience mental health problems. Being aware of what can affect our mental health and using strategies that we've already developed will help to preserve good mental health and make it easier to understand and manage when we struggle. Some of us are more deeply affected by events than others. How we deal with our struggles, fears, anxieties and times of depression, will also depend on how well other parts of our lives are going and /or how well supported we feel.

If you feel that things have got on top of you, do seek help rather than struggling on your own.

Your GP may suggest referring you for Talking Therapies, or another appropriate service that could be helpful.

Organisations that may be able to help will include

CAB (Citizens Advice Bureau) for practical advice on such as financial entitlements and rights, 03444 111 444

Law Centres (e.g. Bristol Law Centre) for legal advice
0117 924 8662

MIND, 0300 123 3393 and **Rethink** 0845 456 0455 for help with mental health support

Relate for some aspects of relationship issues, 0117 942 8444

CRUSE for bereavement support 0117 926 4045 or 0808 808 1677

Carers Support Centre for support of people caring for someone, 0117 965 2200

Childline for children experiencing various distress particularly abuse 0800 11 11

Silverline for older people experiencing loneliness, 0800 470 8090.

Samaritans for someone to talk with particularly when life feels overwhelming, 116123 / 0117 983 1000.