Help Your Surgery

How can you help your practice?

1. **Could you look after yourself?** - Most viruses are self-limiting, and antibiotics will not help – please consider seeing the highly trained pharmacist at the chemist for minor complaints such as sore throats, coughs, colds, flu, indigestion, constipation, eye infections.

2. **Do you need to see a GP?** – We have highly trained Advance Practitioners, and a Pharmacist at the practice, please be willing to see them. They are able to prescribe if required.

When you ring the surgery please stay on the line. There are up to 10 staff answering the phone at busy times so you should get through in a short time, if you hang up you will go to the back of the queue!!

Phlebotomy

Please be advised that from January 2019 we have made some changes to how we run our Phlebotomy Clinic in the surgery. Due to the rising demand for blood tests to be done here at the surgery and to enable us to accommodate more clinical staff, two Health Care Assistants will be running two clinics in one room, as is already the procedure at the Hospital and at Jubilee Park, Orford. If you wish to see the Health Care Assistant for another matter, e.g. weight, BP checks or an ECG this can be done in another clinic appointment. If you have any queries regarding this please ask at Reception.

Patient Participation Group

The last meeting was on Wednesday 23 January 2019 at 1.30 pm. The minutes are available to read on our website and a copy is up in the surgery. We are keen to recruit new members, if you are interested please ask at reception. The next meeting is scheduled for Wednesday 6 March 2019 at 2.00 pm.

Patients who Do Not Attend (DNA) Appointments

During February the number of patients who DNA was 151. This figure was 147 in January. Please help us to bring this figure down. Missed appointments cost the Practice up to £30 each time. This still constitutes a lot of missed clinical appointments, and is disappointing that so much of our Doctors and Nurses time is wasted especially when there is such a high demand for appointments.

We need your help with this so please let us know as soon as possible if you are unable to make an appointment so it can be allocated to someone else. We now have a patient list of over 12,000 patients so appointments are at a premium.
Health Campaigns

Healthy eating
In the UK over 60% of adults are overweight or obese and there is concern about the number of children who are overweight. Obesity is a major public health problem and is associated with many serious chronic diseases. Being obese or overweight increases the risk of developing diabetes, hypertension, heart disease, hyperlipidaemia and some cancers in adulthood, and so maintaining a healthy weight is important for health. Obesity is estimated to be the fourth largest risk factor contributing to deaths in England (after hypertension, smoking and high cholesterol)

Eat a varied and balanced diet getting to know what is in your food: read the labels. Base your meals on starchy foods such as bread, potatoes, pasta, rice and noodles, choosing whole grains and potatoes with skin as they have more fibre, vitamins and minerals. Keep hydrated; frequently we are thirsty rather than hungry. Drink at least 8 glasses of water avoiding drinks that contain sugar. Remember alcohol has hidden calories/sugar. Eat lots of fruit and vegetables in varied colours to get different combinations of vitamins and minerals, fresh, frozen, tinned and 100% fruit juices all count (watch for high sugar content) Eat more fish – aim for at least two portions per week and one of these should be oily, this can be fresh, frozen, canned and smoked, but remember canned and smoked fish can contain salt so check labels. Oily fish is a natural source of vitamin D, important for bone health, oily fish includes salmon, fresh tuna, sardines, mackerel and trout. Don’t skip breakfast and eat a little more slowly, appreciating and enjoying your food. This helps with digestion and helping your brain register when we are full. Eat less salt, salt can raise your blood pressure. Adults should eat no more than 6g per day and children even less. Cut down on saturated fat and sugar found in processed foods, cakes, biscuits, sweets. Take more physical exercise.

Cervical Screening Saves Lives
Don’t ignore your cervical screening invite. If you have received a letter please ring and book in with one of our Practice Nurses. The symptoms of cervical cancer are not always obvious, and it may not cause any symptoms at all until it’s reached an advanced stage. That’s why it’s important that you attend for all your cervical screening appointments.

No Smoking Day 13 March 2019
Quitting smoking is one of the best things you can do for your health. Make it the day you give up for good. You can self refer via Livewire’s Stop Smoking Programme, ring 0300 003 0818, free text QUIT to 80039 or visit www.livewirewarrington.co.uk/lifestyles/stop-smoking

We will be closed on Thursday 28 March from 1.00 pm for Protected Learning Time.