

RIDGEWAY VIEW FAMILY PRACTICE
PATIENT NEWSLETTER
WROUGHTON & CHISELDON

Winter 2020

WE WELCOME NEW PATIENTS

~ OPENING TIMES ~

Receptionists are available to take your call from 8am at both surgeries

Wroughton Health Centre – 01793 812221

Mon to Fri - 8.00am to 6.30pm

Station House Surgery – 01793 740276

Mon to Thu - 8am to 6.30pm, Fri - 8am to 6pm

Saturday clinics – telephone appointments only

~ PATIENT ACCESS ~

We are OPEN with a new way of working.

Please ring 01793 812221 for a telephone appointment.

Initial consultations will be by telephone, then a face to face appointment will be arranged if deemed appropriate by a GP.

Please wear a face covering if you are asked to come to the surgery.

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Please visit our new website for more information  
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CORONAVIRUS SYMPTOMS

A high temperature – you feel hot to touch on your chest or back

A new, continuous cough – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours

A loss or change to your sense of smell or taste – you cannot smell or taste anything, or things smell or taste different to normal

IF YOU HAVE SYMPTOMS PLEASE DO NOT COME TO THE SURGERY

Get a test to check if you have coronavirus as soon as possible.
Stay at home and do not have visitors until you get your test result
Only leave your home to have a test

Call NHS 111 if you are worried or not sure what to do.

HOW TO AVOID CATCHING OR SPREADING GERMS

There are things you can do to help stop viruses like coronavirus spreading.

DO

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately
- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- Try to avoid close contact with people who are unwell

DON'T

- Do not touch your eyes, nose or mouth if your hands are not clean

MINOR AILMENTS & CONDITIONS – SEE YOUR PHARMACY

Please be aware patients can get rapid response, treatment and even prescriptions from their local pharmacy. Please contact the surgery with any concerns.

Athlete's foot

Cold Sores and mouth ulcers

Conjunctivitis

Coughs, cold, sore throats, blocked nose

Diarrhoea

Ear ache

Eye infections

Hayfever/Rhinitis

Head lice

Indigestion and Heartburn

Infant Colic

Infrequent Constipation

Infrequent Migraine

Insect bites and stings

Mild Acne

Mild Cystitis

Mild Dry Skin Conditions

Minor burns / scalds

Oral thrush

Skin rashes / impetigo

Stop Smoking Clinics

Teething and nappy rash

Threadworms

Thrush and uncomplicated UTI's

Warts and Verrucas

REPEAT PRESCRIPTIONS

Patients may request a repeat prescription by visiting our website or by leaving a written request in the box provided at reception.

We can now accept repeat prescription requests over the telephone.

In an emergency should you run out of your medication and the surgery is closed, please ring out of hours doctors service on 111.

NHS 111

NHS 111 is the easy way to get the right help, 24 hours a day, 365 days a year.

Trained health advisers will ask callers a series of questions, before either:

- Signposting to a local NHS service
- Connecting the person to a nurse, emergency dentist, pharmacist or GP
- Arranging a face-to-face appointment with a local NHS service (where appropriate)
- Offering advice on self-care

NHS 111 can direct people to, or arrange an appointment with, the right local NHS service. This includes the Urgent Care Centre at the Great Western Hospital, dedicated children's clinics in Swindon and local pharmacies.

PATIENT UPDATE

New Telephone System. We hope the new voicemail system will be in place by the end of October which will help navigate patients to the service they require within the shortest time possible. Patients will be notified of their position in the queue and will be able to choose from the following options:

- 1 - Cancellation of appointment (a cancellation message can be left at any time).
- 2 - Arrange an appointment.
- 3 - To discuss an ongoing referral query.
- 4 - To chase a medical report.

Disabled Parking - The parking spaces in the surgery have been repainted and the disabled parking clearly marked. Please refrain from using the disabled parking unless you have a blue badge.

Goodbye - We say goodbye to our Practice Manager, Karen Fox who has worked for the practice for 30 years. We wish Karen all the best in her retirement and thank her for her hard work and commitment to the practice. Goodbye to Ann Johnson, Senior Manager who has also retired. We wish Ann a happy retirement and thank her for her invaluable support.

NEW STAFF MEMBERS

Welcome to

Deborah Coleman – *Health & Wellbeing Adviser*
Emma Diprose – *Mental Health Nurse*
Julie Vines – *Practice Nurse*
Fabio Pellizzari – *Clinical Pharmacist*
Sundar Vaidhyanathaswamy – *First contact Physio*
Janene Pike – *Pharmacy Technician*

~ FLU CAMPAIGN ~

All vaccinations will be by appointment to ensure adequate social distancing due to the COVID pandemic.

We are currently working through the following groups by appointment only:

1. Patients over 65 years
2. Patients under 65 who have the following risk factors:
 - Chronic respiratory disease, including asthma, on regular preventative treatment
 - Chronic renal disease
 - Chronic neurological disease, including stroke and transient ischaemic attack (TIA)
 - Those with hereditary and degenerative diseases of the Central Nervous System
 - Chronic heart disease
 - Chronic liver disease
 - People with impaired immunity due to disease or treatment
 - Individuals with Multiple Sclerosis and related conditions
 - Diabetes

We are holding another Saturday flu clinic on the 31st October by invitation only for the above groups.

3. Parents with children aged 2-3 years and also children aged 11-17 (who are unable to be vaccinated at school and fall into the risk factor group), *please ring the practice for an appointment.*

Patients aged 50-64 who do not have the above risk factors

We are awaiting further information and advice from NHS England about the flu vaccine supplies.

We have been advised this will not be until November or December this year.

Our website will be updated when further information is available for this group.

~ **Please remember to wear your own face covering to the appointment** ~

~ STAY WARM AND WELL ~

Follow these tips to keep you and your family warm and well at home, stay fit and healthy and look out for vulnerable neighbours :-

- If you are not very mobile, 65 or over or have a health condition such as heart or lung disease, heat your home to at least 18C (65F). If you are under 65, healthy and active, you can safely have your home cooler than 18C if comfortable.
- Keep your bedroom at 18C all night.
- To reduce the risk of sudden infant syndrome (SIDS), babies should sleep in
- rooms heated to between 16C and 20C.
- Keep doors closed to block out draughts.
- Get your heating system regularly checked by a qualified professional.
- Get a flu jab.

TAKE AWAY WINTER TIREDNESS

Get outdoors in natural daylight as much as possible, get a good night's sleep and de-stress with exercise or meditation – stress has been shown to make you feel tired.

EAT MORE FRUIT AND VEG

When it's cold and dark, it is tempting to fill up on unhealthy comfort food. It's important to ensure you still have a healthy diet and include 5 portions of fruit and veg a day. Winter vegetables such as carrots, parsnips, swede and turnips can be made into a soup for a comforting winter meal.

DIARY PRODUCTS

Make sure your immune system is in tip top condition by ensuring your diet has milk and dairy products such as cheese and yoghurt which are a great source of protein, vitamins A and B12 and calcium to keep our bones strong.

TRY NEW ACTIVITIES

Get out with the family and try a new activity or take a bracing winter walk on the beach or through the park.

HAVE A HEART BREAKFAST

Winter is perfect season for porridge. Eating a warm bowlful on a cold morning helps boost your intake of starchy foods and fibre to give you energy and help you feel fuller for longer. Oats contain lots of vital vitamins and minerals - add a sliced banana, berries or other fruit for extra flavour and help hit your 5 A Day.

~ HEALTH & WELLBEING ADVISOR ~ (SOCIAL PRESCRIBING)

What is Social Prescribing?

Many things can affect your health and wellbeing; you may be feeling isolated, lonely or anxious, or want to meet people at a community group or start a hobby. A Health and Wellbeing Advisor may be able to help you.

Health and Wellbeing Advisors work together with patients to focus on what matters to them. They connect people to community groups, agencies and charities for support, advice and companionship.

Social Prescribing is part of the NHS long-term plan to make personalised care prevalent across the health and care system. Personalised care means people have options over the way their care is delivered based on what matters to them and their individual strengths and needs.

This represents a new relationship between patients, professionals and the health and care system. It provides a positive shift in power and decision making that enables patients to feel informed, have a voice and be connected to each other and their communities.

Health and Wellbeing Advisors can help with:

- Loneliness/social isolation
- Helping promote healthy lifestyle choices
- Mobility/balance-reducing trips and falls
- Exercise
- Getting out and about
- Meeting others
- Emotional wellbeing
- Bereavement support
- Supporting other life changing events (i.e. moving house, retirement, births)
- Getting back to or accessing work
- Volunteering opportunities
- Help with housing or housing conditions
- Learning new skills/finding new hobbies
- Accessing music, arts, crafts, gardening groups

How could I benefit from Social Prescribing?

- Increase in confidence and self-esteem
- Reduce loneliness/social isolation
- Meet new people
- Gain a sense of belonging
- Improved mental health
- Gain independence
- Get involved in your local community
- Learn a new skill/find a new hobby
- Improve physical health
- Improved quality of life
- be able to feel more confident when out and about

How it works

A Health and Wellbeing Advisor can arrange to meet you in your own home, in a common place like a local coffee shop or at your own GP Surgery.

Please note due to the ongoing Covid-19 Pandemic face to face services may be temporarily unavailable, however the Health and Wellbeing Advisors can still offer support on the telephone or via a video consultation

The meeting will be confidential, non-judgmental and casual. Together you will discuss your interests and what is important to your life and wellbeing and which activities, services and/or charities along with other services may benefit you. The Health and Wellbeing Advisor will continue to support and encourage you along the way, including attending introductory groups so you don't have to take the first steps on your own.

Who is my local Health and Wellbeing Advisor?

Deborah Coleman works at:

Elm Tree Surgery Shrivenham
Eldene Surgeries
Ridgeway View Family practice
Station House Surgery
Victoria Cross Surgery

Deborah splits her time between all of our surgeries. This service is free and available to patients 18 and over.

If you feel you would benefit from speaking to a Health and Wellbeing Advisor than you can contact Deborah by telephone at your GP surgery or by email: Deborah.coleman@nhs.net

PLEASE NOTE: Health and Wellbeing Advisors ARE NOT medically trained and therefore cannot give any advice regarding conditions, symptoms, diagnoses or medication.

PATIENT PARTICIPATION GROUP

How can we improve our services?



IF YOU ARE OVER 18 YEARS OLD AND REGISTERED AT OUR PRACTICE

~~~~ COME AND JOIN US ~~~~

The purpose of this group is to help our patients make positive suggestions on improving healthcare services and the facilities that we provide to our patients.

You are all warmly invited to join our PPG in which we want to:

- Find out how your views and experiences of our Practice can be gathered
- Help you know what information is already gathered and can be used
- Explore how working with our Practice can help make a difference

Additionally we may ask you from time to time to take part in our online surveys and attend virtual meetings allowing us to seek your opinion on various topics.

If you are interested in taking part or would like to know more:

Please contact Lisa Roe (PA)

OR

Complete the interest form that can be found on our new website

FRIENDS & FAMILY TEST

The aim of the test is to give you the opportunity to tell us what we are doing well and how we can improve our services.

Forms available at reception desk, or you can email the surgery on....

The information you give will be confidential.

Please visit www.nhs.uk/friendsandfamily for more information