

TILEHURST VILLAGE AND CHANCELLOR HOUSE SURGERY

SUMMER NEWSLETTER 2019



Staff News

We bid farewell to Dr Chapman after many long years in the NHS. Dr Chapman will be semi-retiring at the end of June and he will be missed by many of his patients and staff. We wish him all the very best.

Friends and Family Test

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? Please complete the form available in the waiting room or, access our website on www.tilehurstvillagesurgery.co.uk or www.chancellorhousesurgery.co.uk and click on the friends and family link to complete the survey.

Thank you for participating!



Online Services

Booking appointments on-line couldn't be easier:

You can register via EMIS by going to <https://patient.emisaccess.co.uk/register/online>

Or

Pop into the surgery with your photo id.

Ordering repeat medication

1. Can be ordered via the practice website www.tilehurstvillagesurgery.co.uk or www.chancellorhousesurgery.co.uk or
2. By registering for full On Line Access.
3. Or by popping into the surgery and dropping off the repeat prescription page. Please allow 3 working days to process your prescription.

HEALTH MATTERS

Tips on coping in hot weather

- ✓ Shut windows and pull down the shade when it is hotter outside. You can open the windows for ventilation when it is cooler.
- ✓ Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- ✓ Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- ✓ Have cool baths or showers, and splash yourself with cool water.
- ✓ Drink plenty of fluids and avoid excess alcohol – water, lower-fat milks and tea and coffee are good options. You can also drink fruit juice, smoothies and soft drinks, but they can be high in sugar. Limit fruit juice or smoothies to a combined total of 150ml a day, and choose diet or sugar-free soft drinks.
- ✓ Listen to alerts on the radio, TV and social media about keeping cool.
- ✓ Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- ✓ Identify the coolest room in the house so you know where to go to keep cool.
- ✓ Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
- ✓ Check up on your friends, relatives and neighbours who may be less able to look after themselves.

Menopausal Symptoms

About 8 in every 10 women will have additional symptoms for some time before and after their periods stop. These can have a significant impact on daily life for some women.

Common symptoms include:

- Hot flushes – short, sudden feelings of heat, usually in the face, neck and chest, which can make your skin red and sweaty.
- Night sweats – hot flushes that occur at night.
- Difficulty sleeping – this may make you feel tired and irritable during the day.
- A reduced sex drive (libido)
- Problems with memory and concentration.
- Vaginal dryness and pain, itching or discomfort during sex.
- Headaches – mood changes, such as low mood or anxiety.
- Palpitations – heartbeats that suddenly become more noticeable.
- Joint stiffness, aches and pains.
- Reduced muscle mass.
- Recurrent urinary tract infections (UTIs).

Please see your GP if you are finding your symptoms particularly troublesome, as treatments are available.





Telephone Triage and Appointments

Since the closure of some local GP practices we have had to make changes to the way we offer appointments for the benefit of our patients. This method is to ensure that our doctors see the patients that need to be seen face to face and those that have a prescription query, requesting medical certificates, tests results etc can be done via the telephone.

Prior to August 2018 all the on the day appointments were gone by 08.30 a.m. Since converting to telephone triage this is not applicable anymore and we are still able to offer appointments on most days to late afternoon.

We know that this does not suit everyone but unfortunately there is no perfect system.

Alongside telephone triage we are still offering face to face pre book appointments which are released on a daily basis in the afternoon 3-12 days in advance and can be booked online too.

Don't forget we also have Saturday, early morning and evening pre-bookable appointments.

We are looking to improve the service and would greatly welcome any suggestions.

Patient Participation Group

Are you interested in finding out more about our practice and getting involved with the development of health services? Tilehurst Village Surgery and Chancellor House Surgery are actively seeking patients to join our PPG. We are looking for people of any gender, age or background to attend a regular meeting (quarterly) at the practice to work with the practice team to help develop and improve patient services. If you are interested in finding out more please email srccg.surgery-manager@nhs.net.

HAPPY HOLIDAYS TO YOU ALL!!