



Springmead Surgery

ISSUE 1

SPRING 2016

SPECIAL POINTS OF INTEREST:

- The patient Wi-Fi password is 'Asterisk2'
- Dr Pearce is on leave at the moment. Please bear this in mind when booking your appointments.

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Welcome...

Welcome to the new patient newsletter!

There has been lots going on at the surgery and there are lots of new faces around, so let me introduce you....

Natasha, our new practice nurse, started in January and will be working Tuesdays and Fridays.

Dr Katie Brice and Dr Sarah Hutton are our GP Registrars who are completing their GP training at Springmead. They have both recently passed their GP exams.

Eleanor started a few months ago and works as our Healthcare Apprentice. Her main role is a phlebotomist but she also has a wide range of skills in some of the other services we provide.

You will probably meet Vikki our new apprentice, at reception when you check in. She is quickly learning the ropes from the rest of the team.

As we are a training practice, we often have both medical and nursing students in our clinics.

At the end of May Karen Churchill will be on student nurse placement with us.

We would also like to remind you that we have nurse appointments every Tuesday evening from 6.30pm - 8.00pm, as an alternative to our daytime appointments.

Reception Advice

Opening times for appointments line is 8.30 am - 6.30pm Monday - Friday 01460 64457.

Results are available on our Emergency & Enquiries line (01460 63380) after 11am. Please do not ring this line for an appointment. You may be asked to ring back on the appointments line.

For repeat prescriptions, please request in writing or via the website (www.springmeadsurgery.co.uk).

We cannot take prescriptions requests over the phone as our receptionists are not medically trained.

Prescriptions take 3 working days to process so please think ahead for the Bank Holidays.

To register for prescriptions online, please attend the surgery with proof of ID and complete the relevant forms.





Springmead Surgery

Have your say on your care at Springmead Surgery

At the front we have an iPad with an app called 'The Friends and Family Test'

This app will ask you questions on the care we provide and helps us to improve our service.

Alternately you could fill out one of our cards and put it in our feedback box, which is at the front of reception .

www.springmeadsurgery.co.uk

Patient Participation

Our Patient Participation Group (PPG) was set up with the aim of having regular face to face meetings with our Practice Manager, Martin Daly, to work together to bring about improvements to the surgery.

In conjunction with the PPG, we organised a Patient Satisfaction Survey. This has been sent patients who have had an appointment in February and for patients who have said they would be willing

to take part in the survey. We are keen to get feedback on our services and look for ways to improve and are always willing to act on suggestions that could help bring about future improvements to your healthcare. The next PPG meeting is 28th April at 7.00pm.

With the help of FOSS (Friends of Springmead Surgery), we have been able to fund new clinical equipment in the new treat-

ment room and also purchased new ambulatory blood pressure monitors for the nursing team. These machines allows us to get a more accurate reading of your blood pressure over a 24 hour period, much better than a one-off reading in clinic.

The next FOSS meeting is on 17th May at 2.30pm.

Smoking



Want to give up smoking? Our nursing team can help you to do this. Our nursing team will run through strategies you can use to help give up, give advice of what products to use and also give you any information you need.

Giving up smoking can help you look younger, live longer and feel more awake. Giving up also helps your immune system to fight against colds and other bugs!

If you would like to book an appointment, just ask at reception!

Somerset Choices

We'd like to draw your attention to www.somersetchoices.org.uk.

This should be your first point of call to find out any information about carer's groups, housing benefits and any extra support that might be required and any advice about making plans for your future.

There are great links on here. For example, if you or a loved one are planning a

move to a nursing or residential home, there is information on the different types of homes available, funding and who to talk to for independent advice.

For example, did you know that there are Step Down beds available free of charge for up to 6 weeks to help you recover from an illness and receive input from the health rehabilitation team.

Walking for Health

Walking for Health is England's largest network of walking groups run by experienced leaders. There are currently approximately 3000 weekly walks and plenty of them are in the local area.

The walks are usually only a couple of miles long and cover easy terrain although sturdy shoes are recommended.

The health benefits of walking are massive, - getting your heart rate up gives your body

a great work-out as well as strengthening core muscles and improving balance.

Getting out in the fresh air is free and part of the fun is meeting new people who live locally.

The Chard walks are usually on a Wednesday morning and last 60-90 minutes.

If you're interested in finding out more, please contact David Coath on 01460 65523 or look up www.walkingforhealth.org.uk



Sick Days Rules

Certain medications can cause problems if taken during a short period of illness and we therefore advise that during periods of vomiting and diarrhea (unless only minor) and periods of dehydration e.g. from fever or sweats, patients stop taking them and restart once eating and drinking as normal.

The main problem caused is that they can affect the kidneys and cause some damage without you noticing it.

Please contact your pharmacist if you require any further information or advice

WHAT TO STOP ON SICK DAYS	WHAT THEY'RE FOR	DRUG EXAMPLES
ACE inhibitors	Blood Pressure & Heart Problems	any names ending in 'pril' e.g. RAMIPRIL
ARBs	Blood Pressure & Heart Problems	any names ending in 'sartan' e.g. LOSARTAN
NSAIDs (Non-steroidal anti-inflammatory Drugs)	Anti-inflammatory Pain Killers	e.g. IBUPROFEN
Diuretics	Increases Urine Production	sometimes called water pills e.g. FUROSEMIDE
Metformin	Diabetes	Metformin

AAA Screening

Abdominal aortic aneurysms are an abnormal ballooning of the main blood vessel running from the heart through the abdomen. They are more common in men over the age of 65 years and can cause serious problems. They usually don't have any symptoms and therefore screening of pa-

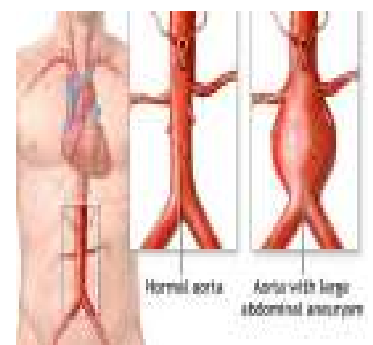
tients who are potentially at risk is very important.

Men over the age of 65 are invited to take part in the national screening programme which involves a simple ultrasound scan of your abdomen which only takes a few minutes and is completely pain-free.

This allows us to see the

width of the aorta and if it measures over a certain amount, patients are referred to see a vascular surgeon to advise you on treatment, which may include surgery.

If you are a male over the age of 65 and haven't had your screening, please let the reception team know if you are interested.





Computer System

In July 2016 we will be moving to a new computer system called EMIS web. This system will help us to improve the care of our patients. This change will take place over the course of a week and we are planning to keep any disruption to a minimum. Further details will be issued nearer the time.



CLICK into Activity

For the last few months we have had Della Alonzi with us every Friday at our surgery. She's been involved with a new free project which has funding from Sport England, the NHS and the local council.

The project, which will run for three years, targets anyone who wants support and motivation to take up some exercise.

Patients are eligible for these one-to-one support sessions if they have pre-diabetes, diabetes or high blood pressure.

So far we have had a great response and nearly 40 patients have signed up. The initial meeting with Della includes a discussion about any underlying medical conditions, any medications

and an assessment of your fitness.

Following this, there is an opportunity for up to 12 weeks of exercises targeted for your specific needs.

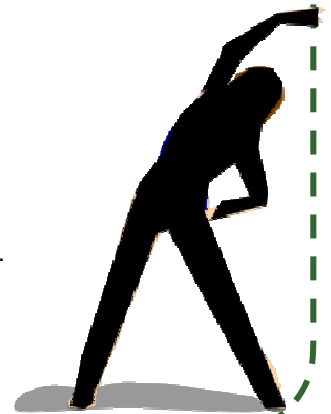
Already we are getting feedback from patients saying how impressed they are with the service and how friendly everyone was.

Pre-diabetes is now a commonly recognized condition and means that your blood sugar level is higher than it should be but not high enough to be called diabetes. However, you are considered to be at risk and approx. 2

out of every 4 people with pre-diabetes will develop diabetes within 10 years.

Having pre-diabetes also increases your chances of developing other worrying conditions such as heart disease and stroke.

Increasing your exercise and having a healthy diet are easy ways of reducing your risk and of improving your health. Having support along the way makes you more likely to stick to your new healthy ways.



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If there is anything you would like to see in the next Newsletter please let us know.