

# Regent Street Surgery

## Newsletter

Spring 2019



Welcome to another edition of the Regent Street Newsletter. We have not had a newsletter for a long time so have a fair few updates in this quarter's newsletter, including staff changes, new services and local updates. Please provide any feedback to [regent.reception@nhs.net](mailto:regent.reception@nhs.net)

### Precautions for Warmer Weather

Now we have finally escaped winter and are well into our stride with spring, it is a good time to think about precautions for the warmer weather. Ensure that you use an adequate factor of sunscreen with UVA and UVB protection whenever you spend spells of time outside. Stay hydrated, taking fluid with you whenever you are out and about. Wearing loose clothing, a wide brimmed hat and sunglasses are all sensible when in the sun. If you have become too hot, cool down as quickly as possible by taking a cold bath or shower, drinking cold fluids and staying indoors. You are more at risk of sunstroke if you have been drinking alcohol so always be aware of your increased risk when in the sun.



## Retirement beckons...

Many of you will know Pauline Beard, previous Practice Manager and current Assistant Practice Manager. Pauline has worked at Regent Street for 25 years and seen a lot of change within the NHS and the surgery in that time. Pauline has been a tremendous asset to the surgery; she is kind and generous in her interactions with patients and well-known as a master hug-giver for the staff. If we are having a tough day, Pauline can be relied upon to lift everyone up. She has decided to step back from her role at the surgery to focus on the next chapter of her life and spend time with her family. She has kindly agreed to help us on an ad-hoc basis so you may still see her around from time to time! We will be organising a tea and cake morning in the near future for patients so keep your eyes peeled for further details.

## Nursing Team Changes

We are very pleased to say that we have successfully recruited two new practice nurses to work alongside us. Julie Lumley and Liesl Smith started with us at the beginning of the year and have both worked as practice nurses for several years prior to joining the surgery. They come to the surgery with lots of experience and skills and will be taking over the nursing duties, including diabetic and respiratory reviews, wound care, child immunisation, cervical cytology, adult immunisation and vaccination, injections and contraception checks.

# Bowel Scope Screening

Our surgery is now 'live' for the national roll-out of a new one-off test offered to people aged 55 for the detection and prevention of bowel cancer. Bowel scope screening (or flexible sigmoidoscopy) uses a thin bendy tube with a small camera on the end to show the doctor the inside of your bowel. It looks at the lower bowel to detect small growths known as polyps, which can go on to develop into bowel cancer. This test is offered to all men and women aged 55 and patients of this age will shortly start to receive invitation letters. Patients aged between 55 and 60 can opt in by ringing the national helpline on 0800 707 6060. Patients aged 60 to 74 will continue to be invited to do a home testing kit every 2 years.



## Why is it important to be screened?

Bowel cancer is a common type of cancer and 1 in 20 will get the disease. The main benefit of the screening is early detection. About 95% of people who have the screening will receive a normal result. About 1 in 300 people will have colorectal cancer (bowel cancer) found during screening. About 5% will be invited for follow up because high risk polyps have been found. Bowel scope screening has been found to reduce the incidence of bowel cancer and the reduced the number of deaths from this disease. For more information, you can phone the national Freephone helpline on 0800 707 6060.

# Chaperones

A chaperone is a third party present at a consultation that usually, although not exclusively, involves an intimate examination. The chaperone acts as a safeguard for all parties (patient and clinician) and is a witness to consent for the procedure. Every patient has the right to request a chaperone if they would like one. If you would like a chaperone during a consultation, please speak to the clinician you are seeing and they will go and find a member of staff to act as a chaperone. The chaperone will stand inside the curtain and be able to offer emotional reassurance if needed, witness the consent to a procedure and act as safeguard for all parties.

## Ordering Your Prescriptions

Please remember to always order your prescriptions in good time. We require a minimum of two working days to process prescription requests. As holiday season approaches, we see an increase in patients realising last minute that they will not have enough tablets to see them through their holidays. Please check in good time that you will have enough tablets for your holidays and the bank holidays. If you are not a dispensing patient, we can send your prescriptions electronically to the pharmacy of your choice—just let us know where you would like them to be sent. Prescriptions sent electronically can be tracked to see exactly where they are, which can help us, you and the pharmacy when they are reported 'lost'!



## And Finally...

If you would be interested in joining our Patient Participation Group, please leave your name, telephone number and email address with reception and they will arrange for someone to contact you<sub>4</sub>