



Upton Surgery

Patient Newsletter

PLEASE GIVE US AS MUCH NOTICE AS POSSIBLE IF YOU NEED TO CANCEL YOUR APPOINTMENT. THIS WILL GIVE US THE OPPORTUNITY TO USE THE TIME FOR OTHER PATIENTS. THANK YOU

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1. CHANGE TO TEST RESULTS



Please phone reception one week after submitting a blood sample or having any tests done by your doctor or nurse. The reception team will be able to tell you if your results are normal or if any further action is required. Make sure we have your up to date phone number including mobile in case there are any results we need to contact you about urgently.

2. PATIENT WI-FI



Upton Surgery has now been fitted with Wi-Fi. Access for patients visiting the surgery. Further developments through this facility will allow patients to access new digital health services and approved patient applications. To connect your smartphone or tablet to the WiFi, please look for the network:

NHS WiFi - There is no password, but rest assured that the network is fully secure.

3. PATIENT PARTICIPATION GROUP



This is a group of Upton Surgery patients who meet four times a year at the surgery to help the GP partners and their staff develop services for the 10,700 registered patients. The PPG gives ideas and opinions on new services and brings feedback from patients to help improve services.

The PPG welcomes new members and anyone who is interested in joining should contact Philippa White, Practice Director, or leave an envelope marked for the attention of Chris Milne (Chair of the PPG), at the reception desk.

4. PATIENT SELF MANAGEMENT

Patient Self-Management (PSM) is a free course for individuals with a long term condition(s) in Worcestershire who would like to find better ways of managing their condition in order to improve their health prospects and quality of life.

Self-management is a vital component in health and wellbeing and encourages individuals to take more responsibility for their health and to develop the skills and knowledge to take control of their condition. The programme is about sharing and valuing the experience and knowledge of others in the group, volunteers and professionals, working co-productively to develop personal goals and action plans. The programme consists initially of two half day sessions for participants covering key themes.

There is a course at Upton Surgery on Monday 8th May 2017 and Monday 15th May 2017. For more information please contact: Carlene Hill on 01527 488096 or email carlene.hill@nhs.net

5. RESTRICTION ON PRESCRIPTIONS OF VARIOUS MEDICINES

The Worcestershire CCG's are seeking views on stopping or restricting access to a range of medication on prescription. Details and how to respond can be found on our website. Alternatively, reception have a few copies to read while you wait.

The closing date for responses is 5pm on 12th April 2017.



6. TELL SOMEONE



If you have reason to believe that a child or young person is at immediate risk from harm contact the police on 999.

Members of the public concerned that a child is in need of protection in Worcestershire should contact the Family Front Door on 01905 822666 from Monday to Friday 8.30am to 4.30pm.

For assistance out of hours (5pm to 8am weekdays and all day at weekends and Bank Holidays) please contact 01905 768020.

7. HAND IT BACK CAMPAIGN

If you have equipment with an NHS Worcestershire ICES barcode on it, call 01527 869104 to arrange a FREE collection.



For more information visit: www.hacw.nhs.uk/our-services/equipment-service

The surgery regrets it is unable to accept old equipment.

8. DO YOU GET STRESSED AND ANXIOUS OR REGULARLY FEEL LIKE THINGS ARE DRAGGING YOU DOWN?



Worcestershire Healthy Minds supports people aged 16 and over who are experiencing problems such as stress, anxiety, low mood and depression. They can help people improve their mental wellbeing through a range of interventions such as short courses, talking therapies, and self-help information. Patients can self-refer to the service by completing a Self-Assessment Form. This can be accessed by clicking the 'How Do I Access the Service' box which can be found at:

<http://www.hacw.nhs.uk/our-services/healthy-minds>

A healthy minds app is also available to download for free. It provides tips and techniques to help people self-manage more common mental health problems such as stress, anxiety and low mood. It is available on both Android and Apple devices. To download the App simply search "Worcestershire Healthy Minds" in the App store and the Google Play Store.

9. PARTNERSHIP WITH THE COMMUNITY

To mark Dr Everitt's retirement, Hanley Voices and Dr Everitt organised an evening of French Music "Requiem, Gabriel Faure". The concert raised £400 for Upton Medical Support Trust which is a registered charity whose aim is to help provide medical support and facilities for use by the practice to relieve sickness and preserve the health of the people in the Upton community.



THE PULSE OF THE COUNTRYSIDE is the new book written by Dr David Webster and is available to buy from: Value for Money in Upton, The Lyttleton Well bookshop in Malvern and Malvern Priory Shop. Dr Webster is donating the proceeds of book sales to Upton Medical Support Trust.



10. STARTING WELL SERVICE

This is a new integrated public health nursing service bringing together teams of staff who provide help and support to children, young people and families across the county. The service will provide support to pregnant women, to new born babies, to school children and teenagers and will work to encourage and facilitate development and progress. Please see: www.hacw.nhs.uk/starting-well



11. NURSING ASSOCIATE - A NEW SUPPORT ROLE FOR NURSING

Over 1,000 Nursing Associates will begin training in 2017 in a new role that will sit alongside existing nursing care support workers and fully-qualified registered nurses to deliver hands-on care for patients. Following huge interest in the role and high demand from providers wanting to offer training places another 1,000 training places have been created. Congratulations to Sharon Preece, HCA for the District Nurse Team who has been accepted to do the nurse associate course.



12. CHRISTMAS QUIZ 2016



Our Christmas Quiz raised over £700 which has been donated to Help for Heroes. Thank you for your support.