



Upton Surgery Patient's Newsletter

CONTACT DETAILS—Please ensure that you update the surgery with any new contact details as soon as possible.

JUNE 2016 — CONTENTS

1. New GP Partner
2. Wasted Appointments
3. Dr Everitt's Tea Party
4. Dispensary Update
5. WI Calendar
6. Worcestershire Wellbeing Hub
7. What is best for you?
8. Treating Hay Fever
9. Pregnancy Stop Smoking Service
10. Travel Vaccinations

1. NEW GP PARTNER Starting August 1st 2016

Interests:

Women's Health
Antenatal & Postnatal Care
Diabetes

Clinic Days:

Monday, Tuesday, Wednesday & Friday



Dr Wetmore was born and grew up in rural Indiana, USA. Before coming to England she completed a degree in Microbiology at Miami University. She moved to the UK in 2000 to join the rest of her family and went on to study graduate Medicine at Warwick University. Afterwards she has settled and worked in Worcestershire, completing her GP training here at Upton Surgery in 2011 with exceptional marks in her registration examination. Since this time she has worked at St Martin's Gate Surgery in Worcester. With over 10 years experience as a practicing doctor we look forward to welcoming her back to Upton for the remainder of her career.

Dr Wetmore said "I am very excited to be returning to Upton Surgery to catch up with some patients who may remember me and meet everyone else. Following Dr Everitt fills me with great pride and I look forward to being with you over the next 25 years".

2. WASTED APPOINTMENTS

Did you know that on average two and a half hours of appointments each day are not kept by patients resulting in wasted time for clinicians and frustration for patients who need appointments. Demand is greater than ever, so

rather than waste valuable resources, please cancel your appointment as soon as you know that you will be unable to attend - even if that is 10 minutes before the appointment time. If you need a reminder, please give your mobile number to one of our reception team and we will ensure that we will send you a reminder by text before the appointment is due. **Please help us to help you get an appointment when you want one!**

3. DR EVERITT'S TEA PARTY

The Friends of Upton Surgery organised a Farewell Tea Party for Dr Everitt. Dr Everitt was joined by friends and old work colleagues here at the surgery and a lovely afternoon was had by all. Dr Everitt would like to thank everyone for their kind words, cards and gifts she received on her retirement.



4. DISPENSARY UPDATE

Due to a new requirement, we have had to implement a new system for processing prescriptions. All requests for medication will now take **2 full working days**. I appreciate that in the past we have often been able to prepare prescriptions quicker than this.



Staff in the dispensary work incredibly hard to turn around prescriptions as quickly as possible and requests to pick up medication earlier can lead to delays for others. As always requests for **URGENT** items will be accommodated. If you are struggling to order your prescription in time please ask a member of the dispensary team about our managed service.

5. WI CALENDAR

A cheque worth £1,750 was handed over to the Friends of Upton Surgery and will be spent on new equipment for Upton Surgery. The money was raised through a calendar showing some of the town's men doing what they love to do so in their spare time - while in the buff! The calendar was organized by the town's WI group, The Hot Peppers, and it was the members' husbands who posed in the nude.

A spokesman for the friends said they were very happy with the contribution, and that it will benefit the whole community.



6. WORCESTERSHIRE WELLBEING HUB

This is an information and signposting service for **people over the age of 16 who are experiencing low mood, anxiety or stress**, and feel that they would benefit from support provided by local community providers. The Wellbeing Hub is the community wellbeing element of the Worcestershire Healthy Minds service providing timely access to community and voluntary sector services; working alongside the Single Point of Access as part of the Enhanced Primary Care Mental Health Service.



Our Wellbeing Assistants are here to:

- Provide information and signposting for wellbeing services provided by the voluntary sector across Worcestershire.
- Take bookings for the Community Wellbeing Programmes such as Moodmaster and Peer Support.
- Redirect people to self-help resources.

The Worcestershire Wellbeing Hub can be contacted via self referral, GPs or other professionals, family carers, or anyone seeking information about community wellbeing services in the county.

The hub is open Monday to Friday 9am to 5pm from Monday, May 16th. When you call or email us, we will aim to answer your call directly and provide a response within 48 hours. You can contact us by calling: 01905 766124 or email WHCNHS.wellbeinghub@nhs.net Or access the Wellbeing Hub Directory online at: www.hacw.nhs.uk/wellbeinghub

7. WHAT IS BEST FOR YOU?

What are your symptoms? Use this guide to decide how best to manage them.



Minor cuts & bruises, sore throat, coughs, colds, headaches and hangovers

Manage from home



For illnesses and injuries that won't go away and for long-term condition management

Speak to your GP



Choking, chest pains, blacking out, blood loss, suspected stroke

Call 999 or go to A&E now



Diarrhoea, mouth ulcers, thrush, teething, head lice, hay fever, conjunctivitis, cystitis, haemorrhoids, constipation, athlete's foot, skin conditions, emergency contraception

Go to your local pharmacy



Cuts, sprains, wounds, minor fractures and head injuries

NHS Minor Injury Units



Unwell? Unsure? Confused? If you don't know who to call or what you might be able to do to help yourself

Call NHS 111

8. TREATING HAY FEVER

Before going to see your GP, you could visit your pharmacist and try to treat your hay fever symptoms with over-the-counter medications, such as antihistamines, nasal sprays and eye drops. Make an appointment to see your GP if your symptoms do not improve after using antihistamines and other treatments.



9. PREGNANCY STOP SMOKING SERVICE

We are sorry but we are unable to offer this service to our patients as the contract has been withdrawn by the Worcestershire County Council. More information can be found at:

<https://ylyc.worcestershire.gov.uk/information-and-advice/health-and-wellbeing/stop-smoking/>



10. TRAVEL VACCINATIONS

A reminder to our patients who are planning to travel abroad this year.

The Travel Nurses at the Practice will need to see you at least 6-8 weeks prior to travel. If you are not able to book with us you can visit a private travel clinic who may be able to assist you at short notice.

