Westdale Lane Surgery

Patient Participation Group (PPG)

**Spring newsletter 2019**

***You can get up to date news and information by visiting our website*** [***www.westdalelanesurgery.co.uk***](http://www.westdalelanesurgery.co.uk)

*Welcome to the first edition of our patient newsletter. Future editions will be available both in practice and via our website*

**Practice Manager**

Paula Watts

**Medical Secretary**

Tracy Morgan

**Westdale Lane Surgery PPG**

**Chairperson : Mr Alan Bexon**

**Secretary : Margaret Hicking**

**Please send any correspondence for the PPG In Confidence via Westdale Lane Surgery**

**GPs**

Dr U F Khaliq

Dr A Malik

Dr P Chintala

Dr N Aggarwal

Dr V Doel

Dr R Kacker

Dr Y Courcha

**Nurse Practitioners**

Colleen Mulvany

Marie Challinor

Debbie Weeks-Burton

**Practice Nurses**

Anne Herrod

Karen Melia

**HCA**

Sarah Weston

**Drop-in Clinic**

**Monday - Friday from 8am – 10.30am**

**The Walk-in Clinic here at Westdale Lane Surgery is well-established, now operating for more than 5 years. It ensures patients requiring an urgent consultation can easily access care with the most appropriate clinician.**

**HOWEVER…. Please note it is for *urgent* problems only (i.e. that cannot wait for a routine appointment or cannot be sorted on the telephone)**

**You may be asked to re-book a routine appointment if it is felt your consultation is not appropriate for the Drop-In Clinic.**

**IT IS ALSO NOT FOR EMERGENCIES…..if you are suffering with chest pains, difficulty breathing, loss of blood, suspected broken bones or any other life threatening emergency you should go directly to A & E Dept at the hospital or call 999**

**Westdale Lane Surgery**

**CARERS’ GROUP**

*We have an excellent* ***Carers’ Group*** *which meets once a month for tea or coffee*

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**All Meetings are held at the surgery between 11.30 am and 1pm on first Wednesday of every month**

*If you are caring for someone at home or in their own home (either a relative or friend) please let the surgery know as this will be helpful in understanding that your time is limited in being able to attend your own appointments. We can also offer support via our carer’s group.*

*Sarah Weston (HCA is our Practice Carer’s Champion*

**CARERS CHAMPION**

**The Practice’s**

**![C:\Users\Wattpau2\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\96WJ6MDR\Gnome-laptop.svg[1].png]() Do it online!**

Our online services are operated via the SystmOnline system which is linked to our clinical record system. This has the following services:

* Online appointment booking (for routine GP appointments)
* View all your booked appointments
* Cancel appointments
* Update your contact details
* View your current repeat prescriptions and then order them at the click of a button
* See when your repeat prescriptions are due for medication review
* View your Summary Care Record

In order to access this platform you will require a specific username and password which can be obtained by calling into the practice with photographic identification (we are unable to give passwords out over the telephone to ensure we are issuing them to the correct person).

***EXTENDED HOURS***

**If you are unable to attend a GP or nurse appointment during the normal working day Westdale Lane Surgery is now able to offer pre-booked appointments on Tuesday evenings until 8pm and some weekends (Saturday and Sunday mornings)**

**We also have Health Care Assistant appointments available from 7.30am, Monday to Friday.**

***![C:\Users\Wattpau2\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\A9OU4KP1\mobile-phone[1].jpg]()Text Message Reminders***

**You can now register to receive information by text message on your phone regarding appointments and health care.**

**If you wish to register for this messaging service please fill out a** [**consent form**](http://www.mythemedical.co.uk/sms.aspx)

**at the Practice.**

***FOCUS ON HAYFEVER* ![C:\Users\Wattpau2\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\2X98AZRX\smiley_cold[1].jpeg]()**

**Don’t let hay fever spoil your summer ………did you know you don’t need to see your GP for hay fever treatment?**

**Hay fever is a common condition affecting around 1 in 5 people in the UK and is more likely to affect people who suffer from asthma and eczema. It is an allergic condition where the body’s immune system overreacts to substances that are usually harmless, for example pollen from grass, flowers, weeds and trees. The pollen causes the release of a chemical called histamine from cells in the nose, eyes and airway which cause inflammation. Some people suffer symptoms all year round which can be caused by allergies to indoor allergens such as house dust mites, pets**

**Seasonal allergy treatments such as tablets, eye drops and nasal sprays are all easily available at low cost from your local pharmacy. Antihistamines are usually the best treatment for hay fever and these can easily be bought from local pharmacies or supermarkets. As part of a NNE CCG Directive, hay fever medications are no longer prescribed by General Practice unless in exceptional circumstances. Buying a packet of 30 tablets from a supermarket or pharmacy can cost as little as £2, but if a patient goes to their GP to get a prescription then it costs the NHS considerably more.**

**By going to the pharmacy you’ll be saving yourself time and money, freeing up GP appointments for people with more urgent needs as well as doing your bit to help the NHS save money on unnecessary prescription costs.**

**For more information about treating allergies or to find your nearest pharmacy and opening times visit www.nhs.uk**

**Top tips to help ease hay fever symptoms:**

**• Keep house and car windows closed, especially when the pollen count is high (early morning between 7am to 9am and evenings between 5pm and 7pm)**

**• Avoid large grassy areas, woodland, cutting the grass and car fumes**

**• Wear wrap-around sunglasses**

**• Use petroleum jelly inside your nose to block inhalation of pollen**

**• Don’t dry washing outside to avoid pollen sticking to your clothes**

**• When you get in from outside wash your hands, face, hair, rinse your eyes and change your clothes.**

**When should I see a GP?**

**• When you are experiencing wheezing, breathlessness or tightness in the chest**

**• If you are pregnant or breastfeeding**

**• If you symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.**

***Compliments, Comments and Suggestions***

**If you have any queries, comments, compliments or suggestions that you would like to share with us please contact Paula Watts our Practice Manager.**

**These may include improvements that you would like us to consider for the future or suggestions for topics to be included within the next practice newsletter.**