



Cherry mead Chat



Spring 2019

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ASK **NHS** GP



Just Ask Olivia.

Improved access to
NHS healthcare services

This spring sees the launch of the free AskNHS app for our registered patients. We think this will be especially useful for you if you're out and about, or at work, and need advice quickly. You'll need an iPhone or Android phone to download the app from the App Store or Play Store.

If you're registered with us, AskNHS will match you to your medical record on our system, and to NHS111. You'll then be able to interact with Olivia, our Virtual Assistant, by speaking to her or typing in your answers.

Once you've told her your symptom she'll ask you a series of questions. Then she will direct you to the right care. If an appointment isn't needed, she'll direct you to self-care advice and resources from NHS Choices. She may ask you to call 999 or 111. She may also ask you to book an appointment with us which you can do directly through the app.

Olivia's questions and your answers are stored in your

medical record. They will be available to the duty doctors who decide who the best person in our team is to see you. They are also available to the healthcare professional who consults with you before and during your appointment. So far the patients who have used it have found it easy to use, quick and convenient.

To find out more about Ask NHS visit <http://www.sensely.com/asknhs/>

We also recommend that you download another app, MJOG Messenger onto your smartphone. It's a free two-way messaging service that lets us communicate with you securely. You'll get text reminders of appointments and clinics relevant to you. You'll be kept up to date about our health campaigns and be able to reply to us if necessary. Follow this link to find out more :

<https://www.mjog.com/messenger/>

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BANK HOLIDAYS

Cherry mead Surgery will be closed on the following Bank Holidays from 8am to 6.30pm..

Fri 19 April	Good Friday
Mon 22 April	Easter Monday
Mon 6 May	May Bank Holiday
Mon 27 May	Spring Bank Holiday

Repeat Prescriptions

Please re-order routine repeat medication by the end of Tuesday before a Friday Bank Holiday and by the end of Wednesday before a Monday Bank Holiday.

Extended Hours Openings

Please contact our Reception if you wish to discuss an Extended Hours appointment over the Bank Holiday weeks with the doctor.

Why not try our new mobile app over the Bank Holiday weekend?



You can also call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next.

Your Baby's Immunisations

Several new parents and parents-to-be have asked us about Immunisations for their new baby. Here is how we work with you and with Child Health Services to schedule them.

We receive a discharge letter from the hospital after your baby is born. Then, we make a note of when Baby's six week postnatal check and first immunisation are due. Our Administrator, Julia James, then telephones you two weeks or so before the check is due. That call is to book Baby in for a six week postnatal check with a Doctor and for an immunisation at 8 weeks with a Nurse.

We also receive a weekly list of babies who need to be immunised from Child Health Services. Julia cross-checks with our list of those who have been booked in. On the rare occasion when a new baby is on the Child Health list and a first immunisation appointment hasn't been booked, Julia will telephone you to make the

Julia will also ask you to make sure that Baby's immunisation record, known as the Red Book, is brought to the appointment. We will not give an immunisation unless the Red Book is available at the appointment. That is to be sure we are giving the correct immunisation and not giving the same one twice. While at the surgery for the first appointment, you will be asked to book the second and third immunisation appointments.

Once a week, Julia sends an updated list of who has had childhood immunisations to Child Health Services.

The list from Child Health Services also lets us know when 12-13 month and preschool boosters are due. If you have not attended for the earlier appointments, your child's record will be incomplete and later immunisations will be missed or delayed.

We are delighted to inform you that we have just achieved immunisation rate of 94.5%. That is the highest rate in Buckinghamshire and the fourth best in the Thames Valley area. We thank our patients and staff for being so committed to preventing the spread of several highly contagious and dangerous childhood infections.

To find out about which vaccines are given and when go to <https://patient.info/doctor/immunisation-schedule-uk>

For information about immunisation and vaccine safety check out the WHO website:

<https://www.who.int/features/qa/84/en/>



Health Information Evenings

We have organised two health information meetings for you.

Wednesday 27 March 7pm to 8.30pm

Mental Well-being, Stress, Anxiety and Depression

The speaker will be from Healthy Minds Bucks, the NHS Community Psychological Service.

Wednesday 26 June 7pm to 8.30pm

Basic Drug and Alcohol Awareness

The speaker will be from One Recovery Bucks.

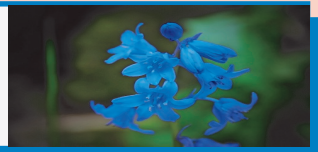
Both sessions will include a short Presentation followed by time for questions.

If you would like to attend either or both of these sessions please email the PRG prgcherry-mead@gmail.com or contact the surgery.

We are hoping to offer a Stroke Awareness Meeting later in the year. If so, we will provide information about it in the Summer issue of Cherrymead Chat..



Planning for the End of Life



We are keen to provide people approaching the end of life with high quality care. That helps them to live as well as possible until they die and die with dignity.

To do this we need as much information from you as possible before you approach the End of Life. This is entered into your medical record so that it is available to us. We recommend that you give us consent to share your Summary Care Record. That includes the local hospital, the out-of-hours service, community nursing and ambulance service. They will refer to it when we are closed.

You should consider setting your legal and financial affairs in order as early as possible. Make a will while you have full mental capacity to do so. This will help to prevent future stress and disputes between your family members. Take legal advice if necessary.

It is also essential to nominate a trusted person to become your Lasting Power of Attorney. This person will be able to take decisions on your health care and/or management of your assets, if you become too ill to do so yourself. You should take legal advice on this at the earliest opportunity, while you have full mental capacity to do so.

Consider whether you wish become an organ donor or to donate your body to medical science. If you do you should either write this down or make an Advanced Decision. (That is also known as a Living Will). You can also join the National Organ Donor Register. Make sure you tell your family and your GP.

Think about where you want to die. If you

choose to remain at home and your environment is suitable, we will look after you with the necessary community team members. You may choose to die at a hospice and this arrangement can be made for you. In some situations a hospital may be the safest place for you to receive the care you need.

Voluntary euthanasia or “assisted dying” is illegal in the UK. You may however chose to refuse life-prolonging treatment and set this out in an Advanced Decision. You can also tell us whether you wish to have resuscitation and we will arrange the necessary paperwork for you.

Useful Links

Dying Matters

<https://www.dyingmatters.org/>

Summary Care Records

<https://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients>

Wills

<https://www.citizensadvice.org.uk/family/death-and-wills/wills/>

Lasting Power of Attorney:

<https://www.gov.uk/power-of-attorney>

Advanced Decisions to Refuse Treatment

<https://www.nhs.uk/conditions/end-of-life-care/advance-decision-to-refuse-treatment/>

National Organ Donor Register

www.organdonation.nhs.uk/

[https://](https://www.organdonation.nhs.uk/)

Decisions About

Cardiopulmonary Resuscitation

https://www.dyingmatters.org/sites/default/files/DNACPR%20Patient%20leaflet_A4.pdf

#CoverUpMate



Since the 1970s, **skin cancer** incidence rates have increased **544%** among men

44% of work related skin cancer deaths were linked to construction work

You're at higher risk of skin cancer if you have:
Pale skin, red or blonde hair, blue eyes, freckles, sunburn, or spend time working outdoors.



- A symmetry** - Melanoma moles are generally asymmetrical
- B order** - Cancerous moles usually have irregular, hard to define borders
- C colour** - Moles made up of more than one colour may be cancerous
- D iameter** - Melanoma lesions are often larger than 6mm in diameter
- E volution** - See your GP if your mole has changed in size or colour



Meet Our New Practice Manager

Hello, my name is Jaïne Stanton

I am the new Practice Manager at Cherrymead Surgery. I was its Administration Manager for 5 years before the move. Previously I worked in Human Resources. For 11 years I was an Employee Relations Manager for a global engineering company.

I grew up in Burnham attending Lynch Hill Primary school and then Haymill County Secondary School. My work life has been quite varied. I started as an Office Junior. Then I became a Payroll Assistant and Payroll Supervisor. Later, after my daughter was born, I worked part time as Company Car Administrator. Then I moved into Human Resources where I successfully studied for a Personnel Practice Diploma in 2004/5.

I moved to the High Wycombe area in 1997. In my spare time, I enjoy walking with my partner and his dog. I also like gardening, cooking, reading and DIY.



For more information on how you can get involved with the Patient Reference Group come and meet us at one of our regular Meet The PRG sessions or email us .

ccCherrymead Surgery Patient Reference Group

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