



# Cherrymead Chat



Winter 2016

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*Merry Christmas  
from everyone at  
Cherrymead Surgery*

## Where to get help when the Surgery is closed

### Everyone

**Call 999**, if a person is unconscious, has difficulty breathing, or a serious head injury.

**Also Call 999**, if they have any of the following:

Heart attack, severe chest pain, stroke  
Obvious broken bones, deep cuts that won't stop bleeding  
Rash that doesn't disappear when pressed with glass  
Severe burns and scalds  
Fitting or concussion  
Severe allergic reactions with swollen face, tongue, and breathing difficulties  
Broken hips

### Children under 5

**Telephone your Health Visitor on 01628 480264. Leave a message if the answer phone is on.**

Growth and development concerns  
Childhood conditions, allergies, infections  
Breast and bottle-feeding, weaning, or teething issues  
Postnatal depression, parent mental/physical health concerns  
Sleeping, eating, or tantrum behaviour issues

### Adults and children over 2

**Visit the Minor Injuries Unit, Wycombe Hospital for:**

Cuts, bruises, infected wounds, splinters, minor burns and scalds  
Sprains, strains, injuries to back, shoulder or chest  
Suspected broken limbs (not hips)  
Foreign object in eye(s).

### Minor Issues

**Visit your local Pharmacy first for:**

Aches and pains  
Coughs, colds, sore throats, flu  
Skin rashes, athlete's foot  
Thrush, cystitis  
Stomach upsets  
Hay fever  
Cold sores and mouth ulcers  
Morning after pill  
Stopping smoking  
Discomfort in eyes

CALL  
111

### 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.

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## Christmas Opening

Cherrymead Surgery will be closed from 6:30pm on December 23rd. We will re-open as usual on Wednesday 28th December.

Mon 19th December 08:00 – 18.30  
Tue 20th December 08:00 – 18:30  
Wed 21st December 08:00 – 18.30  
Thu 22nd December 08.00 – 18.30  
Fri 23rd December 08:00 - 18:30

**Sat 24th December** CLOSED  
**Sun 25th December** CLOSED  
**Mon 26th December** CLOSED  
**Tue 27th December** CLOSED

Wed 28th December 08:00 – 18.30  
Thu 29th December 08:00 – 18.30  
Fri 30th December 08:00 – 18.30

**Sat 31st December** CLOSED  
**Sun 1st January** CLOSED  
**Mon 2nd January** CLOSED

Tue 3rd January 08:00 – 18.30

Please will you ensure you have enough medication to last over the Christmas weekend and that any routine medical issues you have are dealt with before 1pm on Friday 23rd December

## About Prostate Cancer

Prostate Cancer is the most common male cancer in the UK: There are about 42,000 new cases diagnosed each year. 1 in 8 men will get it at some time in their lives. For those who are black Caribbean or from sub-Saharan Africa, the rate is 1 in 4.

The chance of getting it increases with age. A quarter of men over 70 will have it. This increases to nearly all men over 90.

It accounts for 12% of UK deaths and is the most common form of cancer after lung cancer.

These were the alarming statistics given at the start of an information meeting held at the surgery on 3<sup>rd</sup> October presented by the [Chiltern Prostate Cancer Support Group](#) or [CPCSG](#).

Joe Kearney, from Wycombe and Stoke Mandeville Hospitals, started the meeting. He explained that the prostate in a healthy man is walnut-sized gland at the base of the bladder. It helps in the production of semen and has a role in reproduction. It is normal for it to get larger with age. However, there are conditions that can speed and increase this growth. Prostate cancer is one of these conditions. Hence, as there are others, the symptoms of prostate cancer – poor urine stream, incomplete bladder emptying and hesitancy - can be missed. Also, the early stages of the cancer are generally symptom-free.

Diagnosis involves digital rectal examination- finger up the bum- and a PSA test. If these show a chance of cancer there will then be a MRI scan and a biopsy where samples are taken from the prostate. These will be examined to assess the stage of the disease. This is important to determine the best treatment options. These include removal of the prostate, radiotherapy and chemotherapy and, for some men, a combination of those.

Colin McArthur then gave a personal and lively account of his experience of prostate cancer. He was diagnosed sometime after his partner noticed that he was getting up frequently in the night to empty his bladder and his urine had an unusual smell.



His treatment involved the complete removal of the prostate. After that, he had annual PSA tests. They gave years of low scores, then the levels started to rise indicating a secondary cancer in his body. This was treated with chemotherapy and his PSA levels have reduced again.

He is an active member of the CPCSG, a group that provides support to the newly diagnosed and their families.

He stressed the importance of early diagnosis and listening to partners. They may notice changes linked to prostate cancer before you do.

All men over 50 are now entitled to request a PSA test from their doctor. So if you have any concerns, talk to your doctor.

Don't delay.

**Ransford Stewart**

## Who are the PRG

The PRG works with the Surgery to offer a patient perspective on the services that are provided. We also help to improve communication, encourage patients to take more responsibility for their health and provide practical support.

The PRG will be in the Surgery to answer any questions you may have on:

**December 1st 2016**

**- 10am -12 midday**

**December 6th 2016**

**- 10am-12 midday**

## Useful Links

### Prostate Cancer UK

Web: [www.prostatecanceruk.org](http://www.prostatecanceruk.org)

Helpline: 0800 074 8383

### National Federation of Prostate Cancer Support Group

Web: [www.tackleprostate.org](http://www.tackleprostate.org)

Helpline: 0845 601 0766

### Aylesbury Vale Prostate Cancer Support Group

Web: [www.avpcs.org.uk](http://www.avpcs.org.uk)

### Prostate Cancer Support Association

Web:

[www.prostatecancersupport.co.uk](http://www.prostatecancersupport.co.uk)

National Helpline: 0800 035 5305

### The Continence Foundation

Web: [www.continence-foundation.org.uk](http://www.continence-foundation.org.uk)

### Orchid Cancer Appeal

Web: [www.orchid-cancer.org.uk](http://www.orchid-cancer.org.uk)

Helpline: 0808 802 0010

### Mens Health Forum

Web: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

### The Calm Zone

Web: [www.thecalmzone.net](http://www.thecalmzone.net)



# A Visit to Reception

The PRG was invited to spend a morning at Cherrymead Surgery by Penny, the Reception Manager. The purpose was to see and understand the work of the Reception staff. So, I arrived on Monday 12<sup>th</sup> September to find out. I discovered that the work is no longer only booking and cancelling appointments. There are many tasks. All must be dealt with quickly and efficiently whilst under time pressure.

I started in the back office at 8.00am. The staff were already hard at work. Where possible there are four members of staff on duty to answer 'phone calls. Another member is on the front desk. Those numbers are needed as the lines are usually very busy. Any absence for illness or holidays makes life even more hectic. Everything said to or done for patients needs to be recorded carefully.

Later I moved to the front reception desk. There the duties include:

Updating the television screens  
Making follow-up appointments  
Dealing with visitors to the Practice  
Taking parcel deliveries  
Checking details of new patients who are registering  
Ringing for taxis, if patients need them  
Giving out general information on health issues and where patients can seek appropriate help

The booking in screen is used by most patients when they arrive. That saves the front reception staff another job. However there can be problems with the system.

Then patients need to book in with the receptionist.

The tasks undertaken by the staff seem to be endless. All have to be dealt with in a cool and calm manner, sometimes under difficult circumstances. The staff coped with everything I saw cheerfully and efficiently.

We are very fortunate to have such a dedicated team.

Thank you to all the reception team!

**Sandra Salter**



## Any Questions - Repeat Prescriptions

### How do I re-order my repeat medication?

You can request your repeat medication:

- In person, by using the tear-off slip on the right side of the prescription. (There is a post box for prescription requests on the reception desk).
- By fax (01494 478636)
- By email (Send your request to [cherrymead.surgery@nhs.net](mailto:cherrymead.surgery@nhs.net). You should state your name, date of birth, and the medication you need. You should also say whether you want it to be sent electronically to your local pharmacy)
- Using Patient Access (You will need to register first – please ask at reception for more details)

We regret that we cannot accept requests for prescriptions by telephone. That is to avoid any mistakes.

### How long do I have to wait to collect my prescription?

Please allow at least 48 hours (2 full working days), for your request to be processed and ready for collection. If the medication needs reviewing by a doctor then this may be much longer. Please ask the surgery staff for more details.

You may register to have your prescriptions sent automatically to the pharmacy of your choice. One of the reception team can set this up for you. To do this we must make sure all the personal details we hold on you, address, contact numbers etc. must be checked. Once set up, you will need to allow an additional 24-48 hours for the pharmacy to order and dispense your drugs. That is 3-4 full working days from the time of your request.

There are a few medicines that cannot be requested electronically. If this is the case, the request will still need to be collected from the surgery or the paper copy sent to a local pharmacy (In some instances proof of Identity may be required.)

### At what stage do I re-order my next repeat prescription?

Do not wait until you have run out of medicines. Usually, when you have a week left is a good time to put in a request. This gives enough time for collection from the surgery and dispensing at the pharmacy.





# Festive Fun



## Can you spot the difference?

There are 10 differences between the two pictures of our skating penguins. Can you spot them all?

## Merry Christmas

Dr King, Dr Fraser, all the staff at Cherrymead Surgery and the Patient Reference Group would like to take this opportunity to wish you a very Healthy Christmas and a Prosperous New Year!



“Rudolf’s feeling sick.”

**Cherrymead Surgery Patient Reference Group**

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