

# Western Elms & Circuit Lane Newsletter

## November 2019

### SURGERY UPDATES

This month we welcome Sedra (Pharmacist), Janette, Sarah and Scott (Receptionists), Cristiana (Practice Nurse) and Hollie (Healthcare Assistant) we are sure you will begin to see them all around!

Sadly, we say goodbye to Jacki (Advanced Nurse Practitioner) and Jess and Sophie from our admin team - They will be missed by all and we wish them well for the future!

### PPG MEETING WITH READING & WEST BERKS CARERS HUB

Western Elms, Circuit Lane and Tilehurst Surgeries' Primary Care Network and Patient Participation Groups invite our patients to an evening talk with a guest speaker from Reading Carers Hub!



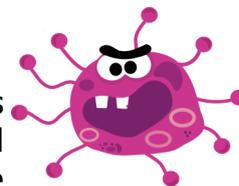
Wednesday 6th November 7pm at Tilehurst Methodist Church.

Are you, or is someone you know, providing much needed care for a loved one? Get free access to a range of support and services - right when you need it most. Carers Trust provides timely, personalised information and support via Reading & West Berkshires Carers hub to make caring for a loved one easier.

**Reserve your place on the guest list by speaking to reception or email [we.patientgroup@nhs.net](mailto:we.patientgroup@nhs.net).**

### FLU SEASON

Our Saturday flu clinics were a success and thank you to all of those who attended and filled out a form. Over 500 patients attended both clinics! Thank you for your patience on the day.



Remember there is still time to get your flu vaccination and we have pre-bookable appointments during the weekdays.

### DATES FOR THE DIARY

**The Surgery will be closed on the following dates:**

**Thursday 28th November**  
Closed for staff training 12.30-4.30pm

**Wednesday 25th December**  
Bank Holiday

**Thursday 26th December**  
Bank Holiday

**Wednesday 1st January**  
Bank Holiday

**Wednesday 29th January**  
Closed for staff training 12.30-4.30pm

If you need medical assistance during these dates please contact NHS 111.

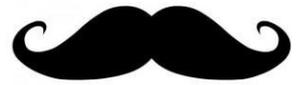
### PRACTICE WEBSITE

Since going live with our interactive practice websites a year ago we have received 6941 requests, this means...

3475 phone calls were avoided  
2113 visits in person were avoided  
680 appointments were avoided

## **MOVEMBER**

Grow a moustache - Doing Movember means raising funds for men's health. And growing a moustache is your chance to do just that. The state of men's health is in crisis. Men experience worse longer-term health than women and die on average six years earlier. Prostate cancer rates will double in the next 15 years. Testicular cancer rates have already doubled in the last 50. Three quarters of suicides are men. Poor mental health leads to half a million men taking their own life every year. That's one every minute. The Movember Foundation is uniquely placed to address the crisis at a global level. They're funding ground-breaking programmes all over the world, engaging with men where they are, to understand what works best, to help make change happen sooner. By 2030, we'll reduce the number of men dying prematurely by 25%. Find out more at <https://uk.movember.com/?home>



### **CONFIDENTIALITY**

Protecting patient confidentiality is an important issue we take very seriously. Unfortunately, the reception desk is in the waiting room area and it is difficult to talk to the receptionist without being overheard. If you are waiting please give the person ahead of you space.

If you want to speak to the receptionist confidentially, please just ask and they will arrange a private room. Alternatively, you could telephone the surgery as the telephone calls are answered away from the reception desk.

If at any time you do not feel comfortable discussing things with the receptionist just say you would prefer to talk to the doctor or nurse.

### **YOUR NHS & WHAT IT COSTS**

Did you know that it can cost your NHS approximately...

- £247 to call out an ambulance
- £124 for a single visit to A&E
- £32 for an appointment with your GP
- £16 to call NHS 111
- £0.46 to click onto NHS Choices website.

Help us to help you. Stop, think and choose well.

### **WE CAN OFFER...**

- A free health check for all adults aged 40-75. This involves a lifestyle assessment along with simple blood tests which in part help us to calculate a vascular risk score.
- Joint injections are offered for patients in the surgery for appropriate conditions.
- We offer all our patients with a learning disability an annual health check to ensure all their health needs are being met to the highest standard possible.
- Physiotherapy for those who are referred for appropriate problems.

**Would you like to receive our newsletters electronically?  
Email [we.patientgroup@nhs.net](mailto:we.patientgroup@nhs.net) to be added to the mailing list!**



**WESTERN ELMS & CIRCUIT  
LANE SURGERIES**

**November**