

# Western Elms Newsletter April 2018

## HELLO SPRING...

### TIME FOR CHANGE!



### BUILDING WORKS

Over the past 2 years our patient list size has grown by 2000 patients meaning our GPs have list sizes of 2500 patients. By building an extension and expanding the surgery we will gain a further 5 consulting rooms and training room. This means we will be able to employ more GPs so your registered GPs list size will decrease providing you with continuity of care. This is something we pride ourselves on at Western Elms as when registering at most surgeries they register you to the surgery and not to a GP. If we do not get the extension the GPs lists will continue to grow to who knows where...

We are doing this for everyone's benefit but please do bear with us as this means whilst the building works are happening we will only have half a building to operate in. We will only have 8 consulting rooms to use 5 will be used by GPs and 3 used by Nurses.

We have had to ask midwives and physiotherapists to see patients elsewhere as we need to facilitate on the day demands. To begin with we will have on the day appointments only whilst we start to understand our on the day demands, prebookable appointments will be Saturdays only. We will be open Saturdays 08:30-16:30 for our prebookable appointments. The patient car park will not be in use during this time as it will be used by heavy goods vehicles and cranes. We appreciate this limits parking options, we suggest to plan ahead and where possible use public transport. Whilst we appreciate this may be frustrating, please remember our receptionists did not decide to do this. As a team we are all contributing and working together to provide the same level of care to our patients. If you have any concerns please ask to speak to a Duty Manager.



### 7 DAY WORKING

NHS England had said all surgeries will be required to be open 7 days a week as of 1st April 2019, due to the increase in demand they have brought this forward to 1st October 2018. By doing so this means we can work collaboratively in 7 day working with our neighbouring surgeries in Reading West. This means you will be able to be seen at a different surgery who will also have access to your notes, with your consent. Watch this space...

**If you have any questions or concerns about the changes please ask to speak to a Duty Manager who will be able to help you. Alternatively come along to our patient participation group meetings where your voice will be heard and you will be updated with the latest surgery news. Our next meeting dates are on the notice board.**

## LOCAL PRACTICE

Exciting news! We mentioned in our last meeting that there was a plan in helping to improve the patient service at Circuit Lane. We are really pleased to advise you that we have been chosen as the preferred provider and will be taking over the management of Circuit Lane with immediate effect. We are really looking forward to supporting the team in sharing good practice and providing all 30,000 patients with an excellent patient experience. The whole team at Western Elms is really excited to be working with everyone at Circuit Lane.

Please be reassured this will not affect the surgery and our staff will remain the same. This is an exciting opportunity to work together in providing the best quality of care to both surgery's patients and an opportunity to learn from one another.

## ONLINE SERVICES

We are rated by NHS England as to our usage of online services. Therefore we will be promoting that everybody needs to change from Vision Online and re-register with Patient Services as of 8th May.

Due to our clinical system changing in the week beginning the 26<sup>th</sup> of April 2018 any prescriptions requested for in this week will be paper prescriptions and will take **3-5 working days** to be issued. **NO EPS PRESCRIPTIONS CAN BE SENT DURING THIS WEEK.** We would therefore suggest that you request in plenty of time before the week beginning the 26/04/2018.



## DIABETES PREVENTION WEEK

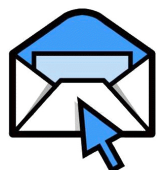
Most people would be shocked to know that around 22,000 people with diabetes die early every year. Type 2 diabetes is a leading cause of preventable sight loss in people of working age and is a major contributor to kidney failure, heart attack, and stroke. There are currently 3.4 million people with Type 2 diabetes in England with around 200,000 new diagnoses every year. Type 2 diabetes is largely preventable through lifestyle changes.

As well as the human cost, Type 2 diabetes treatment accounts for just under nine per cent of the annual NHS budget. This is around £8.8 billion a year. There are currently five million people in England at high risk of developing Type 2 diabetes. If these trends persist, one in three people will be obese by 2034 and one in 10 will develop Type 2 diabetes.

There is strong international evidence which demonstrates how behavioural interventions, which support people to maintain a healthy weight and be more active, can significantly reduce the risk of developing the condition.

## NEWSLETTERS

Do you keep up with our monthly newsletters? If you would like one electronically please email us on [we.patientgroup@nhs.net](mailto:we.patientgroup@nhs.net) we can then add you to our virtual group and you will be sent one each month to your email along with a set of the PPG meeting minutes.



**Please let us know if you change your mobile number so we can update our records and ensure you continue to receive appointment reminders!**

**WWW.WESTERNELMS.COM**