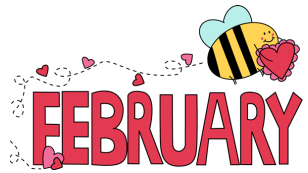


Western Elms Newsletter February 2018

SURGERY EXTENSION & OPENING HOURS



Work will commence on the building by the beginning of April. Please bare with us as we will have to provide the same amount of appointments but with only half a building.

Taking this into account the surgery may be open 7 days a week so opening hours may feel different.

For now we will be closing all prebookable appointments from the middle of March until we have got a plan for the appointment system in order to facilitate this. We will still have on the day appointments but prebooked appointments will most likely be for weekends and evenings only during this time.

We will keep you updated but apologise in advance for any inconvenience.

Comings and Goings...



We will be welcoming a new Practice Nurse Nicky to the team. We hope she likes it here.

CQC Visit

We had our visit from the CQC on 10th January, we are currently waiting for the report to come back to us which will take 4-6 weeks. We are hoping we have bettered our GOOD outcome since the last report and will keep you updated on the final outcomes.

PPG Meeting 28th February

For our patient participation group meeting this month we will be having members of the Western Elms MDT coming along to speak to the group about the surgery extension and ask any questions regarding how this may affect patient care during this time.

Please feel free to come along as this will be a really informative meeting and will provide you with an opportunity to ask any questions you may have. It was lovely to see some new faces in our meeting in January. The date of this meeting is Wednesday 28th February at 7pm.

DATES FOR THE DIARY

**28th February 2018
PPG Meeting 7pm
All Welcome**

**28th March 2018
PPG Meeting 1.30pm
All welcome**

**29th March 2018
Closed for training
12:15pm-4:45pm**

**25th April 2018
PPG Meeting 7pm
All welcome**

FLU!!

The UK is being hit with one of the worst flu seasons in recent decades. More than 8million people are now suffering with symptoms.



Professor Helen Stokes-Lampard, Chairman of the Royal College of GPs, said 'General practice continues to face huge winter pressures with a significant increase in patients presenting with influenza, and high numbers of patients continuing to present with other common winter illnesses. The best prevention for flu, other than observing good hygienic practices, such as regular hand washing, is for people, particularly those in an at-risk group, including patients with long term conditions and pregnant women, to get their flu jab. It is not too late to receive some benefit from vaccination.

If someone does have the flu, unfortunately there is no cure, but patients can assist their own recovery through taking plenty of rest and drinking lots of fluids as it is easy to become dehydrated. Fevers and muscle ache, which are often symptoms of flu can be improved with paracetamol or ibuprofen, if appropriate.'

Raynaud's Awareness Month



Raynaud's phenomenon is a common condition thought to affect up to ten million people in the UK. In people who have Raynaud's, the small blood vessels in the extremities are over-sensitive to even the slightest changes in temperature, the cold and sometimes stress. This causes a Raynaud's attack where the fingers sometimes change colour, but not always, from white, to blue, to red.

It can also make everyday tasks, like buttoning a jacket or unzipping a purse, very difficult. Raynaud's symptoms generally affect the fingers and toes, but all extremities can be involved, including the hands, feet, ears, nose and nipples. Symptoms of Raynaud's are a colour change in the extremities, cold extremities and numbness, tingling or pain.

Patient Car Park...

Please take extra care when entering or walking through the patient car park as there is a dip near the entrance. Please avoid walking through the patient car park and walk on the pathway. We are aware that this is an issue, however the building works are due to commence shortly and will be used by heavy goods vehicles constantly so will be in worse disrepair and will be fixed in due course after the building work has taken place.

Newsletters

Do you keep up with our monthly newsletters? If you would like one electronically please email us on 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.



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