

# Western Elms Newsletter April 2019

## TYPE 2 DIABETES WEEK 2019

Monday 1st April - Sunday 7th April

Around 200,000 people are diagnosed with Type 2 diabetes every year, but there are things you can do to reduce your risk. Making small changes to your lifestyle now can make a big impact on your future health. This means you can reduce your risk of developing Type 2 diabetes and the risk of serious complications that can come with it. Having experts to help you make the right choices along the way can make it even easier.

How you can get  
Involved

**TYPE 2  
DIABETES  
PREVENTION  
WEEK**

- Find out your risk – Use the NHS **1-7 APRIL 2019** Know Your Risk tool to find out your risk of developing Type 2 diabetes. It only takes three minutes.  
[www.riskscore.diabetes.org.uk/start](http://www.riskscore.diabetes.org.uk/start)
- Get a free NHS health check – to check your risk of Type 2 diabetes, cardiovascular disease and other conditions (available for those aged 40 to 74).
- Ask your GP or Practice Nurse to check if you're at risk – and get referred to your local Healthier You prevention programme.

**If your clinician is running late please be patient.**

As clinicians we see patients who may need emergency treatment or who may be distressed. Somebody you know may need the same care one day.



## COMINGS AND GOINGS

Welcome to our new receptionist Leeann we hope you like it here!

We are sad to say goodbye to Nurse Di who has retired after working at the practice for over 20 years! She will be missed hugely by both the team here and patients. We hope she has a fantastic retirement!

Unfortunately we also say goodbye to Receptionist Sarah who will also be massively missed by all. We wish you the best of luck for your future!

## BUILDING WORK

It is an exciting month this month as we get the keys to our new building on the 26th April!

The staff have volunteered to come in on Saturday 27th April to move in and get all of the equipment back across so that the ground floor can be reopened as soon as possible!

The first floor will then be opened as soon as all of the new equipment has been delivered and fitted.

### **Email**

**we.patientgroup@nhs.net if you would like to receive our newsletters electronically!**

## **HOW TO GET THE MOST OUT OF YOUR APPOINTMENT!**

You have just 10 minutes with your doctor during which, you will need to explain your problem, the doctor may need to examine you, organize any tests and explain any treatment given. Here are some simple tips to help you get the most from your appointment!

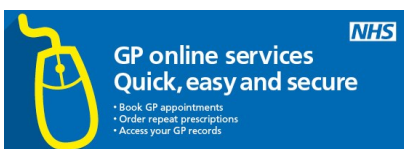
- Please give the receptionist any relevant information when asked. They do not want to know because they are nosy but so that they can help book the most appropriate appointment for you.
- If you have an ongoing problem, try to see the same Doctor. It may be a little harder to do but will make things easier in the long run.
- More than one problem to discuss? It might be better to book a double appointment.
- If you do not speak English please make the receptionist aware so that an interpreter can be booked. Please remember that these are not free to the Health Service and you may be charged if you fail to turn up and the appointment is wasted.

### **ONLINE SERVICES**

Sign up to GP online services and you will be able to use a website or app to book or cancel appointments online and order repeat prescriptions!

How can I start using GP online services?

1. Take photo ID (passport or driving licence) to the reception desk and tell them you would like to register for online services.
2. Fill in the short registration form that you are given.
3. Once you have signed up, you will receive a letter with your unique



username, password and instructions on how to log in.

### **BEFORE YOU ARRIVE**

1. Make a list of your concerns, decide which is the most important to you today.
2. If you think you have a urine infection, ask at the front desk for a sample pot.
3. Bring any medications that you want to discuss.
4. ARRIVE EARLY - being late delays the doctor and means a longer wait for others. If you are over 10 minutes late you may be asked to rebook.

### **DURING YOUR APPOINTMENT**

- Be clear about your concerns at the beginning of the appointment. This will help the Doctor decide what needs to be dealt with today. If they suggest you return to discuss other issues it is so that they are able to give each one the time it deserves.
- We want you to remember as much as you can so please ask questions or bring someone for support.

### **PATIENT PARTICIPATION GROUP**

Would you like to find out what's going on at the surgery behind the scenes or have your say and provide suggestions? Then why not join the PPG? We would love to see some new faces at our next meeting!

Our next meeting is on Wednesday 22nd May time tbc. Please email us on [we.patientgroup@nhs.net](mailto:we.patientgroup@nhs.net)

to let us know if you will be attending and for confirmation of time, closer to the date. Your comments and suggestions can make a difference.



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