

Western Elms Newsletter August 2019

PPG OPEN MEETING

Western Elms, Circuit Lane and Tilehurst Surgeries Patient Participation Groups invite you to an open meeting with a guest speaker from Talking Therapies on Wednesday 7th August 7pm at Tilehurst Methodist Church.



Problems such as anxiety, depression, stress and phobias are very common. **Talking Therapies** is a friendly and approachable service that helps people with these problems. Come to our talk to find out more about Primary Care Networks...

If you would like to attend please speak to reception to be added to the guestlist. Alternatively, please email we.patientgroup@nhs.net

TRAVEL ADVICE

If you are thinking of travelling outside the UK then our Practice Nurses are here to help. Speak to reception and let them know you need a telephone consultation for travel advice. This needs to be booked in 6 weeks prior to you travelling to allow your body to develop immunity.

1. Tell us WHERE you are going
2. Tell us WHEN you are going
3. Tell us WHY you are travelling (i.e. backpacking, resort, etc.)

The nurse can book you in for immunisations if you need them. Not all travel vaccinations are free so there may be a fee depending on the vaccination you need.

APPOINTMENTS

On Monday, Wednesday and Friday afternoons we are expanding our on the day multi-disciplinary team to include nurse practitioners, paramedics, pharmacists and physiotherapists. Your appointment will be booked with the person that is best suited to your problem - seeing the right person, the first time.

Our physiotherapists, midwives and diabetic specialist have all moved back in now that the ground floor has re-opened!

From September will be open 1 in every 3 Saturdays in rotation with Circuit Lane and Tilehurst surgeries so please do not rely on Saturdays to collect prescriptions. We will be open from 08.30am – 12.30pm for pre-booked appointments only.

Did anybody see someone crash in to our new wall in the car park and leave it? Please let us know!

WELCOME!

This month we say a huge welcome to our new Practice Pharmacist Karim!

TRAINING PRACTICE VISIT

We are very pleased to say in June we had our training practice visit approval and Circuit Lane were also approved to be a training practice!

Every 3-5 years the practice has to be re-approved to enable our GP trainers Dr Haldane and Dr Oji to have Registrars at the practice. The GP trainers have to be assessed every 3 years.

This year we will have 2 new Registrars starting with us - Dr Fayyaz who will be starting in August and Dr Verma who is starting in October!

NHS APP

NHS England have launched an app which can now replace all of the other online services available. At the moment they are doing a soft launch releasing it gently and are not publicly advertising it, developing it further as it goes along.

You can:



- Check symptoms
- Book appointments
- Request medication
- Look at your medical records
- Register as an organ donor
- Access your NHS number
- Choose how the NHS uses your data

Future developments on the app include choosing your nominated pharmacy for your prescriptions to be sent electronically and book hospital appointments that you have been referred to via the app.

Search 'NHS app' on your smart phone app store and follow the simple steps to create an account, all through your phone.

If you need assistance with this speak to a receptionist who will help you to set up your account.

**WE NOW HAVE PATIENT WIFI
- TRY IT WHILST YOU ARE IN
THE WAITING ROOM!**

Would you like to receive our newsletters electronically?
Email we.patientgroup@nhs.net to be added to the mailing list!

WWW.WESTERNELMS.COM

PRACTICE WEBSITE

As you know on our practice website you can do various interactive things such as request medication, ask the GP a question, ask reception a question, complete an asthma review, to name a few. Each month we get sent statistics which show patients usage of the website.

Since launching in June last year, of the 4306 requests that were made –

- 2109 phone calls to the surgery were avoided
- 1342 visits in person to the surgery were avoided
- 422 appointments were avoided

Back in June 2018 when we first launched the website we had 90 visits to the site that month and in May this year we had 488 visits that month alone!

In January 2019 we had 93 new patient registrations via the website and in March 97 people completed their asthma review on there too. In April 220 repeat prescription requests were submitted via the website.

As you can see from these statistics the usage of our website is rapidly growing!

DATES FOR THE DIARY:

THE SURGERY WILL BE CLOSED DUE TO THE BANK HOLIDAY ON MONDAY 26TH AUGUST.

If you need medical assistance please contact NHS 111.

The surgery will be closed between 12.30 - 4.30pm for staff training on the following dates:

Thursday 24th October
Thursday 28th November