

Western Elms & Circuit Lane Newsletter

January 2020

Happy New Year to you all!

READING WEST PCN'S PPG OPEN MEETING WITH READING & WEST BERKS

Western Elms, Circuit Lane and Tilehurst Surgeries' PCN and Patient Participation Groups invited our patients to an evening talk with Christine, a guest speaker from Reading & West Berkshire Carers Hub on 6th November. It provided a great insight into the services that are on offer to the 12,000 carers in the region. They include, information, advice and guidance, short break accommodation, access to support groups and carers grants. For more information, please visit, <http://www.berkshirecarershub.org/>

The next PPG Meeting will take place on Wednesday 8th January at 6.45pm at Western Elms Surgery.

The next open evening will be on Wednesday 5th February at Tilehurst Methodist Church. We invite our patients to a talk to understand your diabetes with guest speakers including Dr Javaria Akhter and a representative from the Berkshire Eye Screening Programme.

One in 15 people in the UK have diabetes. Are you worried that you, your child or someone you know may have diabetes. Are you currently living with diabetes or do you want to find out more about this condition.

Reserve your place on the guest list by speaking to reception or email we.patientgroup@nhs.net.

PARK RUN — we are a Park run PCN



and would like all of our patients to join us at Prospect Park on a Saturday AM when we put a team in — keep your eyes peeled for information.

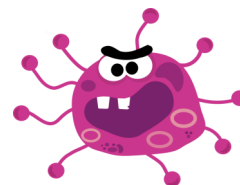
DATE FOR THE DIARY

The surgery will be closed on **Wednesday 29th January** for staff training 12.30-4.30pm

If you need medical assistance during this time please contact NHS 111.

FLU SEASON

The flu vaccine is still available at both surgeries and we have pre-bookable appointments available during the weekdays. The flu vaccine reduces the risk of catching flu, as well as spreading it to others.



DRY JANUARY

Dry January challenges you to go alcohol free for 31 days and aims to raise awareness of the effects of alcohol. For more information on alcohol awareness, please see <https://www.nhsemployers.org/-/media/Employers/Publications/paying-the-price-of-alcohol.pdf>



CERVICAL CANCER PREVENTION WEEK, 20-26 JANUARY 2020

Cervical cancer is the most common cancer in women aged 35, and 75% of cervical cancers are prevented by cervical screening (smear tests). Cervical Cancer Prevention Week encourages women to reduce their risk of the disease by promoting the steps they can take to look after their health. For more information, please see



<https://www.iostrust.org.uk/get-involved/campaign/cervical-cancer-prevention-week>

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 in a confidential area.

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

CALLING ALL PATIENTS

We are seeking your input to help ensure that the surgeries are, wherever possible meeting your expectations. Currently we are searching for more members to join our Patient Groups, to help us work with the surgeries to ensure that you have the best possible service.

The groups meet on a rotational basis for up to two hours, when the groups can talk to representatives of their surgery including medical staff to help improve the running of the practices, highlighting any matters both positive and negative, which might need addressing.

The meetings take place at the surgery, during lunchtimes or early evening.

Additionally, the groups occasionally hold fundraising events to purchase equipment, which is of benefit to the patients.

If you can spare a couple of hours to help us help you please give your name to reception or let us know via our websites and we will contact you with further details.

Alan Porton
Chair of Western Elm's Patient Group

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 to be added to the mailing list!



**WESTERN ELMS & CIRCUIT
LANE SURGERIES**