

# Spring 2009

Issue 16

Editor :  
Susanna Robinson

## Points of Interest:

### Evening Surgery



We now offer an evening surgery (Tuesdays). For more information about the changes to our appointment system, a leaflet is available from our reception.

### Change 4 Life



For more information on this nationwide campaign to reduce obesity and improve health, literature, notice-boards and TV in reception.

# Woodlands News

Woodlands Medical Practice  
Bluebell Wood Way, Sutton in Ashfield, NG17 1JW  
Tel: 01623 528748



## From the Editor...

We hope you all enjoy reading the Spring 2009 edition of Woodlands News.

Hopefully we will have seen the last of the snow and ice brought by February's cold snap, and can now look forward to warmer weather.

This issue is full of healthy tips to help us to reduce weight, stop smoking and to improve our general health. Remember the clinical team can offer support with this. Please ask about smoking cessation, or our Weight Management programme.

We also have an article with advice and information for Carers. Please let us know if you are a Carer and we shall update your clinical records.

We are keen to make our newsletter as relevant as possible to all our patients. With this in mind, we welcome contributions of all kinds. Please send your letters, suggestions and comments to [Susanna.Robinson@gp-c84014.nhs.uk](mailto:Susanna.Robinson@gp-c84014.nhs.uk) or hand them in at Reception.

From the Editor 1

Staff News & Update 1

Change 4 Life 2

Quit Smoking—the benefits 2

Health Education Events & Campaigns 2

Extended Hours 3

Woodlands on the WWW 3

First Steps Advisory Service 3

Support & Advice for CARERS 4

Nosey Parker 4

## Staff News & Update

We are sorry to announce that we shall be losing Natalie, our Health Care Assistant and Phlebotomist—although delighted to congratulate her on the reason for her departure. Natalie has been accepted to start Adult Nurse Training at Kings Mill in September. We are very pleased for Natalie as this is something she has always wanted to do since schooldays. However, she married and had her two children. Now they are at school this is Natalie's chance to make her dream come true. We shall all miss Natalie and we wish her all the very best in her chosen career.



### “Willowlands”

Woodlands Medical Practice and Willowbrook Surgery have launched a new health management programme with Sutton's Care Homes.

To facilitate this, we have two new members in the team, **Ann Needham** and **Heather Wilson** (Willowlands Nursing Home Care Co-ordinators). They will both be working for the two practices and will visit patients in Care Homes within both catchments. Ann and Heather will provide Chronic Disease Management and will triage acute medical issues that would normally require a doctor's visit. Ann and Heather are from practice nursing back-

grounds, and are nurse prescribers.

Ann was a Practice Nurse for 15 years, and Heather worked in a 'Walk-in Treatment Centre' in Derby.

They will each have their own caseloads but will cover each other when required.

This is an exciting new joint venture between two practices and is the first of its kind in Ashfield. A similar project is currently run successfully in the Mansfield area.

This venture will improve the quality and continuity of care we provide to our patients in local Care Homes.



**QUITTING SMOKING? A REMINDER OF THE BENEFITS:**

- ⊗ Reduced risk of developing illness, disability or death caused by cancer, heart or lung disease
- ⊗ Reduced risk of gangrene or amputation caused by circulatory problems
- ⊗ Reduced risk of health problems in those around you by not exposing them to secondhand smoke
- ⊗ Reduced the chances of your children suffering from asthma or glue ear
- ⊗ Improved fertility levels and the chance of a healthy pregnancy and baby
- ⊗ Improved breathing and general fitness
- ⊗ Improved sense of taste, and the appearance of skin and teeth will improve
- ⊗ Financial saving – this can be as much as several hundred pounds a month, if you're a heavy smoker
- ⊗ You will no longer smell of stale tobacco, your home will smell fresh and you will no longer be staining your walls with nicotine
- ⊗ Reduced risk of fire in your home

Smoking Status

Since the ban on smoking in public places, the question 'smoking or non?' is less common. However, some of our patients may recently have been contacted to ask whether or not you are smokers. Please be assured that this information is for the use of the practice only, and is simply required to enable us to monitor the health and care of our patients effectively.

We are grateful for your assistance in this - please ask at reception for a health information form, which will enable you to update us.



Most of us are no doubt aware of the new Department for Health campaign, **Change 4 Life**, which encourages us to **Eat Well, Move More, Live Longer**.

Many of us could make small changes to our daily lifestyle, which could result in significant changes to our overall health. This can include dietary changes, such as aiming to eat our 5-a-day, or increasing activity levels, by walking to the shops or school instead of taking the car.

To find out more about how you can improve your family's health, visit [www.change4life.co.uk](http://www.change4life.co.uk).

Watch out for more information on our notice-boards and the TV in reception.

**New telephone number?****Please let us know!**

It is important that we have correct contact details for our patients. Please help us to ensure our records are correct by updating us.

**NATIONAL HEALTH AWARENESS CALENDAR—MARCH, APRIL MAY 2009**

You may be aware of the various focus days/weeks/months, when health charities and organisations dedicate time and resources to campaigning for their cause, to raise awareness of an illness—its causes, symptoms and prevention. Here are some of the main Campaigns for Spring 2009

**1st–31st March 2009**

1-31	Prostate Cancer Month
1-31	Ovarian Cancer Month
1-31	Great Daffodil Appeal (Marie Curie)
2–8	Endometriosis Awareness Week
8	International Women's Day
11	No Smoking Day
12	World Glaucoma Day
25	Autism Awareness Day

**1st–30th April 2009**

1-30	Bowel Cancer Awareness
1-30	International IBS Awareness (Irritable Bowel Syndrome)
7	World Health Day
12-18	Mental Health Action Week
12-18	Arthritis Care Awareness
20-26	Depression Awareness
20-26	Parkinson's Awareness
20-25	National Stop Snoring Week
20-26	European Immunisation Week

**1st–31st May 2009**

4-10	Deaf Awareness
5	World Asthma Day
9-17	Cystic Fibrosis Week
10-16	M.E. Awareness Week
11-15	Cancer Prevention Week
11-17	Breastfeeding Awareness
11-17	Sun Awareness Week
12	Stroke Awareness Day
17	World Hypertension Day
17-23	National Epilepsy Week

For more information about the organisations behind these campaigns and how you can get involved, see the notice boards & TV in reception, and visit

**<http://www.equip.nhs.uk/Events/EventList.aspx>**

## Woodlands on the WWW!!!



Today, many of our day-to-day activities can be carried out online, via the Internet – from shopping to studying, general communication and even secure banking!

You may have noticed that during recent months, we have been preparing ourselves to enter the virtual world. We have carried out trials for web-based appointment booking, enabling patients to book routine appointments at any time of day, regardless of whether the surgery is open and telephones manned, with ease and convenience.

We can announce that our website is now live, and this facility is now available to all. The address is :

[www.woodlandsmedicalpractice.co.uk](http://www.woodlandsmedicalpractice.co.uk)

On the site you will find general information about the Practice, our team, clinics and services, as well as facilities to book your routine appointments and to order repeat prescriptions online. (Please be aware that in order to use these options, you will need a unique username and password, which can be provided by our receptionists).

Also available is general information on common ailments and injuries.

Please do visit the website – we welcome your feedback as to the information it provides.

### ✓ Late Surgeries

## Extended Hours

You may have heard that GP practices are being encouraged to open evenings and Saturdays – these would be additional surgeries, not sessions moved from another part of the working day.

We have carefully monitored the demand for appointments against the capacity we provide and now, by making more appointments available at different times of the day, feel that patients are generally well served.

However, we now also offer a late evening surgery every Tuesday, 6.30–8.45 pm. This clinic is intended for people who cannot attend during the normal surgery opening hours and therefore, unfortunately not all services will be available during these times.



## Getting the best from your Doctor Some simple 'Dos' and 'Don'ts'



**Do:** Check ahead—we offer some online services, so check our website—it may save you an unnecessary trip/appointment

**Do:** Be punctual, so you don't waste other people's time

**Do:** If you have a list of concerns, tell the doctor what is worrying you most first.

**Do:** Get the doctor to write down any specific advice if you think you'll have problems remembering it

**Do:** Go back if you're concerned, as your GP may not always get it right first time

**Don't:** Waste time—if you think you may need to undress, wear appropriate clothing you can remove quickly.

**Don't:** Fail to turn up for appointments. It wastes huge amounts of time and will be noted on your medical records.

**Don't:** Book a non-urgent appointment for a Monday morning or the day after a bank holiday. If it's not urgent, you can wait.

## First Steps Advisory & Support Service

Woodlands Medical Practice has a First Steps Worker who visits the practice weekly.

First Steps is an advisory service provided by Building Blocks Solutions. They work with people who would like advice, information and support. Below is a list of some of the areas in which First Steps can offer support:

- Training
- Employment
- Activities
- Benefits
- Debts
- Housing, including household and tenancy support
- Relationships
- Liaising with other services
- Mental health—anxiety, depression and general coping difficulties
- Difficulties and problems (emotional support)
- Stress and worries
- Things to do and places to go



First Steps offers a flexible services, so the type of support it offers depends on the needs of the patient. Every patient will be offered up to a maximum of six appointments—and it is a **free** and confidential service.

Patients can be referred to this service by their GP, or can self refer by ringing [01623 672060](tel:01623672060). Alternatively, please speak to one of our receptionists

## “Stay Well” tips



- ♥ Cut down on caffeinated drinks. Instead, drink lots of water, unsweetened fruit juices and herbal teas. Aim for 1.5 litres of water/decaf drinks, a day.
- ♥ Exercising for 30 minutes, five times a week, will improve circulation and keep your body's defences on top form.

- ♥ Sleeping is essential for keeping up your defences. Aim for around 7-8 hours every night, even at weekends.
- ♥ Eat a healthy diet, with plenty of fresh fruit and veg. Dark-coloured varieties such as berries and broccoli tend to be higher in antioxidants. Nuts, linseeds and fish such as salmon and mackerel (high in Omega 3s) are good immune boosters.

## Nosy Parker!!!

Name : Dianna Bloyce

Role : Receptionist



What does your job entail?	Making appointments, dealing with general enquiries and helping the patients to the best of my ability.
Best part of your role?	Being able to help and assist the patients, and dealing with the public face to face.
Worst part?	Not being able to give everyone what they want
How long have you been at Woodlands?	Six months
What are your priorities?	To see a job or project through from start to end.
Do you have a nickname?	Yes, but only my family can use it!
If you were to appear on Stars in Their Eyes, who would you be?	Whitney Houston
What was the last book you read?	Inside & Out, by Tyra Banks
What was the last film you saw?	“Cloverfield”
Best holiday?	Rhodes
Favourite and least favourite subject at school?	Favourite: English Language/Literature Least Favourite: Maths
Which sport do you most enjoy watching?	Gymnastics
Where do you see yourself in 10 years' time?	Without children at home, and relaxing more!
What single store would you choose to max out your credit card?	T K Maxx
Which famous person would you like to have dinner with?	Oprah Winfrey
Three words to describe yourself?	Honest, Reliable, Good listener
Who do you nominate for the next Nosy Parker?	Dr Jane Creedon

## Are You a Carer?



- A carer takes responsibility for a relative, friend or love one who is unable to care for themselves independently in the community. Carers may receive a carer's allowance.
- A carer can be any age. They need not necessarily live in the same house as the person they care for.
- Every situation is different. You may be caring full time or you may regularly help out with tasks such as shopping and cleaning.
- Caring for another person can be extremely rewarding, but also very demanding.

### A team of Carer Coordinators can help you by:

- Providing you with information on services that may be available, for example: carer's assessments, benefits and taking a break.
- Listen to your views and use the information to improve services for carers.
- Seek your views about any changes to or plans for new health services.

### Does your GP know you are a carer?

- It is important that you look after your own health too.
- Make sure you register as a carer with your GP. This will help practice staff to understand the pressures you face. We can try to help you obtain the support you need. (Note that you will be entitled to the influenza vaccination, and should attend the surgery for this annually).
- For more information on how to register with your GP or Carer Co-ordinator, please ask at reception or contact the Nottinghamshire County Patient Advice & Liaison Service (PALS) on 0800 028 3693

- Our nurses have access to information, and may be able to help and advise you—so please do



not hesitate to ask.