



2014

Special points of interest:

- Welcome our new Staff
- Keeping well: Tips for winter
- Social Prescribing
- Patient Participation Group update and meeting details
- Support for Carers
- Share your experiences with Healthwatch and help to improve services

The Chipping Surgery Winter Newsletter

Staff Update

Warm Welcome

Introducing our new GP,
Dr Kathryn Jones
MBChB MRCGP
DRCOG



I was born and brought up in South West Wales and moved to Bristol in 2004 to study medicine.

After graduating in 2009, I continued my training at the Royal United Hospital in Bath and the Great Western Hospital in Swindon, before moving to Gloucestershire to complete my GP training.

As a young GP I feel fortunate to be working alongside my colleagues at The Chipping Surgery and in such a lovely area.

My interests include women’s health and paediatrics.

I am married and enjoy travelling, baking, watching Motorsport with my husband and going for walks with our dog.

We have a new Receptionist, Heather who joins us from a practice in Tetbury, and a new Healthcare Assistant, Alyson.

Our new F2 is Alys Lambert

Fond Farewells

We are very sorry to say goodbye to our wonderful Receptionist Margaret and to Dr Olds, our previous F2. We wish them both all the best for the future.

What is an F2?

F2 stands for foundation year 2 doctor.

After qualification, doctors now spend 2 years in further training to become a fully fledged doctor who will then go on to specialise in hospital medicine or general practice.

So they do foundation year 1 and foundation year 2.

They spend 4 months in each post for 2 years and can do a range of specialities such as general practice, A&E, orthopaedics, medicine, surgery, mental health etc.



Members of the Patient Participation Group assisted the Surgery in running a coffee morning to raise funds for Macmillan Cancer Support. Many thanks to all the patients who contributed, the total raised was £117



KEEPING WELL IN WINTER

Be Prepared

Make sure to order prescriptions in plenty of time. If you are having difficulty with a particular item being available at the local Lloyds Pharmacy ask for a Collection Only prescription which you can take to any Pharmacy



Stay Warm

One of the best ways of keeping yourself well during winter is to stay warm.

If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C and make sure you wear enough clothes to stay warm. It's a good idea to keep your bedroom at this temperature all night.

Winter Fuel Payment

You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 July 1952. This is known as a 'Winter Fuel Payment', is a yearly one-off payment to help eligible people pay for their heating in the winter, and is not linked to temperature

Cold Weather Payment

If you receive certain benefits, and are eligible to get a Cold Weather Payment, you'll automatically be paid £25 for each 7 day period of very cold weather between 1 November and 31 March see www.gov.uk/browse/benefits/heating for more details

Flu

The best way to prevent getting flu is to have the flu jab (or flu nasal spray for children aged 2 to 18).

The flu vaccine gives good protection against flu and lasts for one year.

If you're aged 65 and over or have a long-term health condition such as diabetes or kidney disease, please make an appointment to get the vaccination.

Norovirus

Also known as the winter vomiting bug, Norovirus is an extremely infectious and unpleasant stomach bug, but it's usually over within a couple of days.

When people are ill with vomiting and diarrhoea, it's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk. Drinking oral rehydration fluids (available from pharmacies), can help

Asthma

Cold air is a major trigger of asthma symptoms such as wheezing and shortness of breath. People with asthma should try and stay indoors on very cold, windy days. If you do go out, wear a scarf over your nose and mouth. Be extra vigilant about taking your regular medications, and keep reliever inhalers close by and in a warm place

Colds and Sore throats

You can help prevent colds by washing your hands regularly. If you get a cold use disposable tissues instead of cloth handkerchiefs to avoid constantly re-infecting your own hands. Sore throats are common in winter and are mostly caused by viral infections. Gargling with warm salty water can have a soothing effect. Dissolve one teaspoon of salt in a glass of part-cooled boiled water.

Be a Good Neighbour

Please check on older neighbours or relatives to make sure they're safe and well.

Older people are particularly vulnerable during the winter as cold weather increases the risk of illnesses such as colds, coughs, flu, heart attacks, strokes, breathing problems and hypothermia (a dangerous fall in body temperature). Ask if they've had a free flu jab and, if not, offer to make an appointment at the GP surgery.

Look out for signs of serious illness, such as drowsiness, slurred speech and the person not complaining of feeling cold even in a bitterly cold room. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.

If you're worried, ask if there's a relative or close friend you can telephone, call the doctor or NHS 111.

The Village Agent for Wotton, Christine Sweet may be able to help, call her on 07798 837582 or email csweet@villageagent.grcc.org.uk



CARERS

Carers are the largest source of unpaid care and support in each area of the UK. In Gloucestershire alone last year they saved the county £540 million.

If you look after someone please inform us so we can add you to the Practice Carer's register as you may be entitled to a range of support from both local services and the practice. As a GP Practice we have a role in supporting carers' health and we work closely with carers support agencies and local voluntary sector organisations to identify and support carers and their families who visit the practice.

Carers support groups provide local mutual emotional and practical support for Carers. The Groups also help to give Carers a voice They bring together the views and opinions of Carers that can then be linked into the work around Carer Representation and consultation.

Wotton Carers Support Group

All Carers are welcome

Venue: United Church Hall, Bradley Street, Wotton under Edge, GL12 7AR

Times: Third Monday each month 10.30am – 12pm

Contact: Denise 01453 521358



New Advice Drop-in

Carers Gloucestershire is launching a new carers' drop-in to provide advice around completing forms. The drop-in will provide general advice on filling in benefits forms and check forms already filled in - the idea is that prior to sending you can be confident that everything is in order.

Sessions will consist of 15 to 20 minute slots of Adviser time and are scheduled for the first Friday of the month (except January when it will be on the 9th) from 1.00pm – 3.00pm at Messenger House. For further information please contact Annie Hodges or Claire Spires on **0300 111 9000**

Healthwatch Gloucestershire

has three main functions

- To strengthen patient voice and improve services by gathering the views and experiences of patients and members of the public
- Giving information and advice on health and social care, through their online database, or telephone, and
- Providing support to individuals who are having difficulty in making a complaint by providing information or directing them to Advocacy via SEAP

Issues currently being investigated across Gloucestershire include Discharge from hospital, Access to Podiatry services, and availability of Non- emergency patient transport.

Parent Carers – share your experiences

Parents and carers are being asked to give their views and ideas about how well they, their children, and their families are supported when needs emerge.

Please share your experiences by emailing info@healthwatchgloucestershire.co.uk

To find out more about all of the above, and to submit your opinions and experiences go to <http://www.healthwatchgloucestershire.co.uk/> or call

Freephone telephone number (with out of hours answerphone): 0800 652 5193

Local landline number: 01452 504989





SOCIAL PRESCRIBING

Social prescribing is defined as “a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector.”

In practice this means that GPs, nurses or other healthcare practitioners work with patients to identify non-medical opportunities or interventions that will help them adopt healthier lifestyles or improve wider social aspects of their lives

Activities which can be prescribed include

- Exercise,
- Dance,
- Walking,
- Losing weight with the help of Slimming World,
- Cycling and
- Art therapy.



To find out more and make an appointment, contact Reception or ask when you are next seen by a Practice GP or Nurse

PATIENT PARTICIPATION GROUP

The Surgery’s Patient Participation Group (PPG) now has 16 members who meet regularly with Practice staff to discuss patients’ needs and opinions and to look at ways to support our patients and improve our services.

If you attended the Flu vaccination clinics you will have met some of the PPG members who helped direct patients to available nurses and tried to ensure that your visit went as smoothly as possible. Other members served tea, coffee and cakes during the coffee morning to raise funds for Macmillan Cancer Support.

The PPG have compiled a Patient Survey to determine the needs of Patients and any recommendations or suggestions for improvements. The results will be published in our next newsletter.

The next meeting takes place on **Monday 15th December** starting at **7 pm** in the surgery. Any patient from the surgery is very welcome to join the PPG.

For more information or to join the PPG, ask at Reception, come along to our meeting or contact the Chair of the PPG, Louise Arnold on 01453 844341.

We would like a wide range of our patients to take part in order that the views expressed in the meetings are representative of the local population.

The Chipping Surgery

Contact Us

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Stay in Touch

Website:
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FEEDBACK

If you would like to compliment us on the service you receive at this Practice we would appreciate you taking a couple of minutes to leave feedback.

Please log on to the NHS Choices website www.nhs.uk

- Put the cursor over the ‘Services near you’ tab
- Click on ‘GPs’
- Type in the surgery postcode GL12 7BD
- Click on ‘Search’
- Find the Chipping Surgery in the list below
- Click ‘Rate it yourself’
- Add any ratings and any comments you would like to make
- Click on ‘Submit’