

THE WESTWOOD ROAD PRACTICE

SUMMER NEWSLETTER 2019



DR C TIWARI IS TAKING ON THE CHALLENGE OF A LIFETIME!



**Freefalling 10,000 feet at 120mph
In aid of the
Children's Liver Disease Foundation**

**If you would like to sponsor Dr. Tiwari,
please ask at Reception for the Sponsor Form
or log onto www.JUSTGIVING.com under
CLDF-Big Drop**



SURGERY OPENING TIMES

We are open between
7.30 am - 6.30 pm
Mondays, Tuesdays, Wednesdays
7.30am – 8.00pm Thursdays
8.00am – 6.30pm Fridays

*In the case of a Medical Emergency
outside of these hours please ring
NHS 111*

**We're here
for you,
for longer**

GP appointments are now available in your area during the evenings and at the weekend. To book an appointment, contact your practice. For more information, visit nhs.uk/GPaccess

Your NHS, here for you.

Reminder Bank Holiday Closures

We will be closed on

**Monday 27th May &
Monday 26th August**

Appointments are available through our out-of-hours service when the surgery is closed. Patients who may require an appointment during this time should contact NHS '111'

SUMMERS' HERE!

Don't let hay fever spoil your summer

Did you know you don't need to see your GP for hayfever treatment?



Hayfever and seasonal allergy treatments such as tablets, eye drops and nasal sprays are all easily available at low cost from your local pharmacy – no prescription from your GP required!

Antihistamines are usually the best treatment for hay fever and these can easily be bought from local pharmacies or supermarkets.

By going to the pharmacy you'll be saving yourself time and money, freeing up GP appointments for people with more urgent needs as well as doing your bit to help the NHS save money on unnecessary prescription costs.

If symptoms persist please discuss with your pharmacist or, for very severe cases, your practice nurse.

If you suffer from asthma and find that your symptoms become worse due to hay fever you should discuss this with our practice nurse

For more information about treating allergies or to find your nearest pharmacy and opening times visit www.nhs.uk

TRAVEL VACCINATIONS



Can we please remind you to check whether the destination you are visiting requires you to have vaccinations.

You need to complete a travel form **at least 6 weeks** before you travel in order to have any vaccinations you require.

Please complete one of our travel forms (available at reception) and our practice nurse will contact you.

*Please note: If you request holiday vaccinations less than 6 weeks before you travel it will be at the discretion of the nurse whether the vaccination can be given and you may have to attend a **Travel Clinic**.*

Alternatively, you can contact
MASTA Travel clinic which is based at Grovelands Medical Centre
0330 100 4292 (Please note you may be charged for their service)

Your Surgery

Your views: get involved

Have your say



Patient Participation Group (PPG)

YOUR VIEWS ARE
IMPORTANT TO US.

WE WANT TO HEAR FROM
YOU

The Patient Participation Group is a patient led group working voluntarily in partnership with Westwood Road Health Centre, to enable the practice team to provide a service that reflects what patients want and need.

If you would like to be more involved with you practice come and be part of our PPG.

For more information please ask at reception or email us on westwoodroad.practice@nhs.net

We would like to arrange some specific events to help keep you informed with what's going on in your practice and the NHS. We would like these events to be information for you. It could be anything you think would be useful to you when it comes to your health and wellbeing. If you any suggestions please let us know by telling the receptionist or emailing us westwoodroad.practice@nhs.net



NHS

Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

Reading & Berkshire West Carers Hub have many events going on throughout Carers Week. For more information about the events please see the posters around the surgery; go to their website www.berkshirecarershub.org or phone 0118 324 7333

Please remember if you are caring for someone please let us know so that we can offer you the support you may need



DOCTORS' APPOINTMENT.
KEEP IT OR CANCEL IT.
DON'T WASTE IT!

NHS

Please let us know if you no longer need your appointment so we can offer the time to someone else

Do you feel frustrated when you cannot get an appointment? DNA's (Did Not Attends) are often a reason why. Every day patients fail to attend their appointments. Often this is because they did not change or cancel an appointment.

If you can inform the practice as soon as possible, unwanted appointments can be offered to and utilised by other patients. The effect of wasted appointments:

- An increase in waiting time for appointments
- Frustration for both staff and patients
- A waste of NHS resources
- A potential risk to the health of patients

Please let us know as soon as possible if you no longer need your appointment

Clinical Research
Network
Primary Care

NHS
National Institute for
Health Research

This general practice is research active

Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best.







In this practice, you might be asked to take part in a clinical research study. Alternatively, ask our staff about clinical studies suitable for you.

Taking part in a clinical research study is voluntary and can be a rewarding experience.

CHOOSE WELL - NHS services explained

Our usual plea; Please use the NHS correctly; only using A&E if it is a real Accident or Emergency. Your local pharmacy, GP Practice, or walk in centre can all help with non-life threatening conditions and advice is available via NHS 111.

Use the checklist below to guide you if you're not sure where to start.

Self-care 	Grazed Knee Cough or cold Sore throat	Make sure your medicine cupboard is stocked up with over the counter remedies
NHS 111 	Unsure Unwell Confused Need to know where to go	When you need medical help fast but it's not a 999 emergency
Pharmacy 	Diarrhoea Runny Nose Headache	For advice on common illnesses and medicines to treat them
Your GP and Out of Hours 	Ear pain Backache Throat infection	If you have an illness or injury that won't go away make an appointment to see your GP. If it's outside your GP's opening hours, you can telephone your GP surgery to be directed to the local 'Out of Hours' service.
Minor Injuries Unit 	Strains Sprains Stitches	For minor injuries
A&E and 999 	Choking Chest pain Blackout Blood loss	Life threatening situations and emergency