

The Spa Medical Practice

We are on the web:
www.spamedical.co.uk

NEWSLETTER

Summer 2012

Issue 1

Introduction

Welcome to the first Newsletter of The Spa Medical Practice. This and future editions will inform you not only about The Spa Practice but also wider issues that may affect your health and wellbeing. We would welcome your feedback. Please contact us by completing the comments and suggestion form from our website or alternatively pick up a form from reception.

We are taking on New Patients—you can print an application form from our Website www.spamedical.co.uk or speak to one of our Receptionists who will be able to give you more information and assist you with the registration

Latest News



- We would like to welcome Annabelle Hewitt, Registrar who will be starting at the Practice on the 2nd August along with Dr Ellie Hemmings who is a Trainee GP.
- Welcome back to Rebecca Choyce our Diabetic Nurse
- We now have a designated Prescription Clerk. This was a request from our Patient Group and feedback from the patient survey.

INFLUENZA VACCINATION CAMPAIGN *September—December 2012*

If you are eligible for a flu vaccination we will be booking appointments from August onwards.

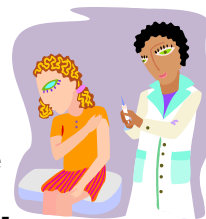
The clinics will run throughout September on:-

Wednesday 19th September—0830-1730

Tuesday 25th September—0830-1730

Saturday 6th October—0900-1200

If you DO NOT WANT a flu vaccination please let the Receptionist know or complete a disclaimer available on our website. We will then note this on your records.



SALT DAY—Saturday 15th September, 2012

We have a stall in Gurneys Lane, displaying Healthy Lifestyle information with a Quiz to win a Blood Pressure monitor.



Included in this issue:

Appointments System

Influenza clinic dates

New Staff

Chronic Disease Clinics

Carers Support Service

Patient Participation Group

The Patient Group will be holding a Carers Joint Event On Saturday 15th September in the Baptist Church, Droitwich

Droitwich Community Transport

BOOKING AN APPOINTMENT AT THE SURGERY

Our Appointments System Remains Unchanged

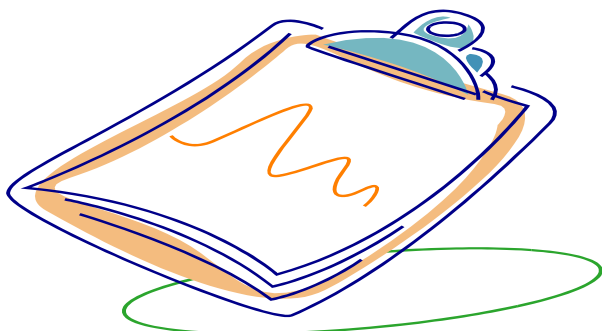
You can book routine appointments with your preferred (usual GP) 6 weeks in advance

48 hour appointments are available for patients who cannot wait to see their preferred GP

Urgent appointments for the same day are for patients with an acute problem who cannot wait to see their preferred GP or for a 48 hour appointment.

We also offer telephone consultations with your GP or a Nurse. Our reception staff will be able to help and advise you. The GP will call you back after 12 p.m.

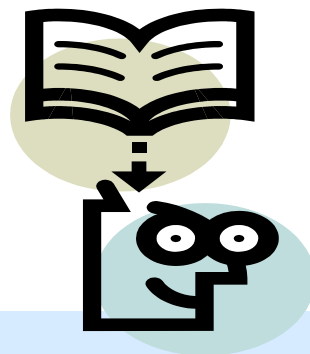
We offer appointments out of normal surgery hours on a Saturday morning, Monday and Wednesday evenings



Patient Survey Feedback regarding our appointments system is available on our Website

The only number
you will need is

01905 772389



To book an appointment you can speak to one of our Receptionists

OR

Press 1 from the appointment menu to use our automated telephone system, where you can make, reschedule, cancel or check your appointment 24 hours a day

01905 772389
Press Option 3

REMEMBER YOU CAN YOU USE THE 24 HOUR AUTOMATED APPOINTMENT BOOKING SYSTEM TO BOOK, CANCEL, REARRANGE, OR CHECK YOUR APPOINTMENT

CARERS SUPPORT SERVICE

From the 1st July, 2012 the practice will have a dedicated Carer Support Adviser, Pippa Challenger. Following a referral from a GP she will be able to offer specialist one to one support. She will contact you by telephone and she will either make an appointment for you to be seen at the surgery or visit you at home.

If you or someone you know provides unpaid support (not including benefits) to someone who is ill, frail, disabled or who has a mental health or substance misuse problem—that makes you a carer. Many carers do not see themselves as carers; they say they are just someone's husband, wife, relative, friend or neighbour. However, if you carry out caring responsibilities for someone who could not manage without your help then that means you are a carer and are entitled to information and support.

For information, advice and support around your caring role contact the surgery.

CHRONIC DISEASE CLINICS

Please book an appointment for your Chronic Disease review in the month of your birth. We will send you a reminder if you forget to book your appointment.

DIABETICS

Make an appointment with the Health Care Assistant for your annual review

HYPERTENSION

Make an appointment for your annual blood pressure review with the Health Care Assistant

You will be given a follow up appointment for 6 months

HEART DISEASE & STROKE

Make an appointment for annual review with the Health Care Assistant

ASTHMA

Make an appointment with the Asthma Nurse for your annual review

COPD

Make an appointment to see the Nurse Practitioner for your annual review

PATIENT PARTICIPATION GROUP (PPG)

The Spa Medical Practice Patient Participation Group has been formed by patient volunteers in order to represent patients' interests. It aims to identify patients' needs and to allow them to have a say in the services that the Practice provides. The PPG also assists and supports the Practice in responding to the needs of the patient community.

If you would like to join the Patient Participation Group please complete a questionnaire and return it to the Receptionist. You can also print this from our Website @ www.spamedical.co.uk

VIRTUAL PATIENT GROUP



To be as representative as possible we would like members from every part of the community – young and old, working Mums and Dads, those with long-term medical conditions, people with special needs, carers, male and female.

We are therefore forming a Virtual Patient Participation Group (Email Group) to be truly representative of the 8500 patients in the Practice. We would like to have 100 or more “virtual” PPG members who can have their say in the way services are provided. We will contact you by e-mail from time to time and ask for your comments on the quality of care and service you have received as well as letting you know what is happening at the Surgery and beyond.

If you would like to be a Virtual PPG member and are happy to be contacted by e-mail then send us your e-mail address headed “Spa Virtual PPG”. Your details will be kept safe and secure and only used for the purpose of improving the performance of the Practice. Please help us to help you and contact us at wor-pct.ppgspamedical@nhs.net

EVENTS

The PPG and the Practice are keen to support health and social care organisations that wish to promote their services and have held sessions listed below:-

- Joint events at the Practice with the Worcestershire Carers Association
- Consultant Ophthalmologist Mr. T. Sharma on Glaucoma Support
- Consultant Orthopaedic Surgeon Mr. N. Aslam on Knee and Hip replacement.

JOINT CARERS SUPPORT DAY

The PPG's of all the Droitwich GP Practices, Spa Medical Practice, Salter's Medical Practice and Corbett Medical Practice are holding a joint

Carers Support Day
On the 15th September, 2012,
1000—1600
at the Baptist Church Hall
Droitwich

All carers, the cared for, family and friends are welcome; there will be at least 10 organisations present who will let you know what help and support is available.

DROITWICH COMMUNITY TRANSPORT

If you are unable to use public transport due to disability or age and have no access to a vehicle you may be eligible to use the above service. For more information contact Droitwich Community Transport on 01905 779778 or go to www.droitwichcvts.org.uk