



Nevels Road Surgery

Patients Newsletter

Issue 1 – June 2017

Welcome

Welcome to our first newsletter, produced for patients by patients who are volunteers on the Patient Participation Group. We hope you will find it useful and interesting.

We plan to provide the newsletter online and in hard-copy. If you have any suggestions for future editions, please email nevroadppg@gmail.com or leave a note at reception.

Introducing the PPG

The Patient Participation Group meets about three times a year to offer suggestions for improving the services provided at the surgery.

The group has made recommendations for improving communication, increasing online booking and widening patient involvement.

If you would like to attend the meetings or participate by email, leave your contact details at reception or email nevroadppg@gmail.com.

Get online

Did you know that you can book, change or cancel appointments via the surgery's website - www.nevelsroadsurgery.co.uk

You can also order repeat prescriptions and apply to see your test results and medical records online.

All you have to do is complete a form at reception and show an item of ID.

Meet the Doctor

The newsletter will regularly feature one of the doctors. In this first issue we meet Dr Tim Ramsbottom, the surgery's senior partner.

Dr Ramsbottom trained at Oxford from 1987 to 1993. He says that he "dabbled with paediatrics but then saw the light and trained as a GP." After three years training he joined Nevels Road Surgery in October 1998.

His main clinical interests are cardiovascular disease prevention, skin problems and vertigo management.

Over recent years he has taken on the role of managing partner and represents the practice on the local Clinical Commissioning Group. This together with a twice monthly ward round at the White House Nursing Home has meant he now has less time for routine appointments.

When not at the surgery, he is always happy to be with his family or at his local church. He enjoys relaxing with off road cycling and walking his Springer Spaniel.

Summer safety

Sunshine is a great tonic. It lifts your mood and helps with vitamin D. But there are some things to be careful about:

- Use a good sun cream - factor 50 for babies and small children
- Don't fall asleep in direct sun
- Drink plenty of water



If you notice any changes to moles or blemishes, ask to see the doctor.

Travel Well

There is no such thing as risk free travel. So it is important to take a few simple precautions.



Visit the surgery's specialist travel nurse, if possible 6 weeks before travelling, for up to date advice.

You might need vaccinations and most are provided by the NHS. But some, such as Yellow Fever, incur a charge. Nevells Road Surgery is now a fully designated Yellow Fever Vaccination Centre.

Hay Fever

Hay fever is a common allergic condition that affects up to one in five people at some point in life. It usually begins in childhood or adolescence but you can develop it at any age.

Symptoms include sneezing, a running nose and itchy eyes, cause by an allergic reaction to pollen.

The most effective way to control it is to avoid pollen, but this can be difficult.

There is currently no cure for hay fever but most people are able to relieve their symptoms with treatment, such as –

- antihistamines, which can help prevent an allergic reaction and
- corticosteroids (steroids), which can reduce inflammation and swelling.

Hay fever can often be controlled with over-the-counter medication from your pharmacist.

For more troublesome symptoms your GP might prescribe other medication.

CQC inspection

The Care Quality Commission (CQC) is part of the Department of Health and it regulates and inspects health and social care services - including GP surgeries.

They inspected Nevells Road Surgery in January 2017 and gave an overall rating of Good, with some recommendations for further improvements.

Their report will soon be published on the surgery's website.



Nevells Road Surgery, Letchworth - www.nevellsroadsurgery.co.uk - 01462 414839

Opening hours

Monday	08:00 - 18.30
Tuesday	08:00 - 18.30
Wednesday	08:00 - 18.30
Thursday	08:00 - 18.30
Friday	08:00 - 18.30

Closed for staff training 1-2pm on Tuesdays.

Some nurse appointments are available on a Tuesday 6:30 - 8:20pm and one Saturday per month 8:30 - 10:30am.

Medical team

Dr Tim Ramsbottom
Dr Andrew Young
Dr Melanie Lacy
Dr Lisa Abbas
Dr Ashwini Alva
Dr Afshan Khan

Antenatal clinic on Wednesdays. Make an appointment via reception.

For community midwife advice at other times call 01438 314333.

Health visitors: 01462 684731 9am - noon