

# NEVELLS ROAD SURGERY

## PATIENTS NEWSLETTER

[WWW.NEVELLSROADSURGERY.NHS.UK](http://WWW.NEVELLSROADSURGERY.NHS.UK)

01462 414839

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CQC Rating **GOOD** APRIL 17

This newsletter is produced by volunteers on the surgery's Patient Group. We hope you find it useful and informative

### *What is the role of A Patient Participation Group (PPG)?*

*A PPG is a group of volunteer patients and GP practice staff who meet regularly to discuss and support the running of their GP practice.*

*PPGs look at the services the practice offers, patient experience and how improvements can be made for the benefit of patients and the practice.*

*Do you have any spare time and would like to get involved? Please do get in touch at [nevroadppg@gmail.com](mailto:nevroadppg@gmail.com) or ask at the surgery reception.*

*Or maybe you would like to help the surgery in a practical way, such as helping to marshal the flu clinic queues?*

### *Have you downloaded the NHS app and/or set up an NHS account online?*

*Did you know you can manage some of your health online like:*

*-order repeat prescriptions*

*-view your test results*

*-see parts of your health record*

*For more information go to: [Managing your health online – Nevells Road Surgery](#)*

*Would you like help with accessing online health services? A local network of voluntary digital champions can provide one-to-one support. For more details, see [www.nhcv.org.uk/staying-connected](http://www.nhcv.org.uk/staying-connected). Or ask at reception.*

### **Keeping your bones healthy**

**Osteoporosis** is a condition that weakens bones, making them fragile and more likely to break. It often develops silently, without symptoms, until a fracture occurs. While it is more common in older adults, especially women after menopause, anyone can be at risk. The good news is that osteoporosis can be prevented and managed through a healthy diet rich in calcium and vitamin D, regular weight-bearing exercise, and lifestyle choices such as avoiding smoking and excessive alcohol. If you're concerned about your bone health, you can use the Royal Osteoporosis Society Risk Checker Tool and their website also gives lots of information on how to keep your bones strong <https://theros.org.uk/>

### **Hay fever season**

Here are some suggestions to ease hay fever symptoms:

- put Vaseline round the nose to trap pollen
- wear wraparound sunglasses to stop pollen getting into the eyes
- shower and change your clothes after going outside
- keep windows and doors shut if possible
- ask your pharmacist to recommend a treatment to suit you and your symptoms. If your symptoms still don't improve, ring the surgery and ask to see a nurse

### **Easter Break**

Don't forget to order your repeat medications in time

### **Your contact details**

Have you recently moved or changed your phone number? Perhaps you have stopped using your landline, in favour of a mobile? To receive personal and practice-wide messages, make sure that the surgery has the right contact details for you

The Flu clinics went well. THANK YOU to the volunteer flu marshals

## **Acute Prescribing**

Nevels Road Surgery have reviewed their acute prescribing policies recently and you'll now find if a medication you're requesting is not on your repeat prescription you will be sent a text message asking for further information. This is to help make sure we are prescribing safely and efficiently for our patients.

You will also notice changes around prescribing medications that can be brought over the counter for self-limiting conditions such as hay fever medication, dry eye drops, haemorrhoids, minor pain, and creams for mild irritant dermatitis/dry skin etc. You will be notified by text message if medication is available to buy from any pharmacy or supermarket.

Please understand Nevels Road Surgery are working within our local ICB (Integrated Care Board) guidance surrounding any prescribing changes that may come

## **April is BOWEL CANCER AWARENESS MONTH**

Know the symptoms of bowel cancer

- Bleeding from your bottom
- Blood in your poo
- A change in how often you poo, or regularly having diarrhoea or constipation
- Losing weight but you're not sure why
- Feeling very tired all the time but you're not sure why
- A pain or lump in your tummy

If you have any of these symptoms, talk to your GP. More info on: [bowelcanceruk.org.uk/symptoms](http://bowelcanceruk.org.uk/symptoms)

## **Hypertension**

Undiagnosed high blood pressure (hypertension) can lead to serious, life threatening illnesses including heart attack and stroke. It often has no symptoms.

Anyone who is over 40 and has not had theirs checked for more than six months is advised to do so.

Most of the pharmacies in Letchworth offer a free blood pressure check

## **Holiday Vaccinations**

If you are planning a foreign holiday, visit [www.nhs.uk/conditions/travel-vaccinations](http://www.nhs.uk/conditions/travel-vaccinations) to find out if you need to be vaccinated. If you do, or you are in any doubt, ring the surgery on 01462 414839 to see the nurse. Please book your vaccinations at least 8 weeks in advance of your holiday

## **Routine Vaccinations:**

You can check using the link below when to have other vaccinations and if you and/or your child are up to date

[NHS vaccinations and when to have them - NHS](#)

## **Feedback/Complaints**

We value patients' feedback – good or bad

Our Practice Manager will always be happy to speak to patients either by phone or in person if you are not happy with an aspect of our service so that we can see if we can easily resolve this for you. We are also happy to hear any other comments or suggestions you may have that might help us improve our service, or if you think that you have had a particularly good service from us.

## **Pharmacy First scheme**

*pharmacists in England can carry out consultations and issue antibiotics when appropriate for the following ailments:*

*Sinusitis (Adults and children aged 12 years and over)*

*Sore throat (Adults and children aged 5 years and over)*

*Earache (Children and young adults aged 1 year to 17 years)*

*Infected insect bite (Adults and Children 1 year and over)*

*Impetigo (Adults and Children 1 year and over)*

*Shingles (Adults 18 years and over)*

*Urinary tract infection -UTI – (Women aged 16 – 64 years) – please note it is now standard procedure for any Nevels Road patient that meets this criteria who has not had a UTI in the past 3 months, they will always be directed to the pharmacy*

### **Surgery opening hours**

Monday to Friday: 8am - 6.30pm. 01462 414839 (Closed for staff training 1-2pm on Tuesdays). Call during these times for urgent or routine appointments.

Please do not be a **DNA** (did not attend) and cancel your appointment if you no longer need it

Health visitors: 01462 684731 9am – noon

For community midwife advice at other times call 01438 314333

### **Extended Access Services**

We are also able to offer GP and nurse appointments every weekday evening from 6.30pm to 8pm, Saturdays from 8am to 4pm and Sundays from 8am to 12noon at Sollershot Surgery in Letchworth. Please ask the Receptionist for more information.

If you need help when the surgery is shut, call 111 or visit 111.nhs.uk.

If the situation is life-threatening, call 999. Nearest A&E at Lister Hospital, Stevenage.

There is an *urgent treatment centre* at The New QEII Hospital in Welwyn Garden City which is open every day from 9am to 8pm and can help you with a range of minor illnesses and injuries. This is for urgent but not life-threatening situations only

### **Help with your appointment**

Please contact the surgery:

- If there's a specific doctor, nurse or other health professional you would prefer to respond
- If you would prefer to consult with the doctor or nurse by phone or face-to-face.
- If you need an interpreter.
- If you need a chaperone.
- If you have any other access or communication needs

### **SURGERY TEAM**

#### **GPS**

Dr Melanie Lacy (F) Senior GP Partner  
Dr Ashwini Alva (F) GP Partner  
Dr Barbara Duncan (F) GP Partner  
Dr Jessica Hansell (F) GP Partner  
Dr Fraser Smith (M) GP Partner  
Dr Tim Ramsbottom (M) Now Locum P/T  
Dr Jennifer Green (F)  
Dr Aminah Khan (F)  
Dr Deepa Kapur (F)

#### **Nurse Practitioners**

Linda Duffield  
Karen Turner  
Jane Timson

#### **Practice Nurses**

Marie Nash  
Hayley Gudgeon

#### **Health Care Assistant**

Lizzie Stevens

#### **Clinical Pharmacists**

Dalbir Singh  
Komal Sharma

#### **Pharmacist Technician**

Emma Bowdidge

#### **Practice Management**

Andrew Poole- Operations Manager  
Chamila Perera – Business Manager

#### **Reception**

Lynne (Team Leader), Amanda, Ashleigh, Bailey, Beth, Christine, Jackie, Lynne, Michelle C, Michelle H, Paula, Vanessa

#### **Secretaries**

Debbie, Lisa, Sheri

#### **Coding**

Sue, Sam