



Upton Surgery Patient Newsletter

PLEASE GIVE US AS MUCH NOTICE AS POSSIBLE IF YOU NEED TO CANCEL YOUR APPOINTMENT. THIS WILL GIVE US THE OPPORTUNITY TO USE THE TIME FOR OTHER PATIENTS. THANK YOU

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1. CQC INSPECTION



As part of the surgery's commitment to good clinical governance we are inspected once every five years by the Care Quality Commission (CQC) whose role it is to check that the services we provide are safe and effective. We were inspected in early September and the final report was published in late November. We were pleased to be awarded a 'Good' overall rating, with an 'Outstanding' rating for care of the elderly and for being well-led. Details of the report can be found on the CQC website at: www.cqc.org.uk/location/1-569542702

2. WINTER PRESSURES AND ADDITIONAL APPOINTMENTS

In recognition of the additional pressures experienced at this time of year and in response to increased demand for appointments we are adding some additional appointments into the system. These appointments are bookable on the day and are for patients who need to be seen urgently.

Our reception staff will offer you one of these appointments if it is appropriate when you ring in for an urgent same day appointment. Unfortunately these appointments are not available to book in advance as they are specifically designed to help with on the day urgent demand.

3. STAFF CHANGES

We have been joined by Bev Thomas, our new Health Care Assistant. Dr Siddarth Viswanath will be joining us from 1st February 2017 as a GP Registrar. We will also be having Warwick University medical students with us throughout the year.

4. SELF CARE



On Friday November 18th 2016, to mark Self Care Week (14 – 20 November) we joined with Abbottswood Medical Centre and Pershore Medical Practice to raise awareness about the national campaign *Understanding Self Care for Life*. Seven patient champions from the three practices expressed an interest in self care and agreed to support and champion the self care agenda. Presentations from voluntary sector partners with a shared agenda and workshops were organised by the three Practice Managers. The aim was to plan a year of initiatives to reach our shared 30,000 patient populations.

It is a well-recognised fact, that those individuals who have access to appropriate information and understand the range of options available to them, make better informed decisions regarding self-care. Effective communication enables individuals to identify their strengths, assess their needs, develop and gain the confidence to self-care. Empowering people to take responsibility for their own health and wellbeing can help them remain independent for longer.

A range of Self-care resources are now available via an online portal at <http://learning.wm.hee.nhs.uk/self-care> and also on our website.

5. MISSED APPOINTMENTS

In November 2016, **44 hours** of clinical time were wasted when people did not attend for their booked appointments.

Please remember to cancel by telephone or online, even on the day as we can usually offer to someone else in need.



6. HEALTHIER YOU: NHS DIABETES PREVENTION PROGRAMME



This has now been launched in south Worcestershire and the programme is aimed at patients who are at risk of developing Type 2 diabetes and will offer an evidence based behaviour change programme to help reduce their risk of developing the condition. The support and help people on the programme will get includes:

- High intensity 1-1 and group based support over at least 9 months
- Minimum 20 hours contact time with trained health and lifestyle coaches
- Mix of face to face and telephone based support
- Focus on weight loss, physical activity and diet reduced glucose parameters (Hba1c/ fasting glucose levels) of those at high risk
- Very brief intervention methods for smokers and appropriate support to diverse groups including working groups
- Good follow up links with local services (Local Authority and Healthcare)

Anyone that has been told that they are at risk of developing Type 2 diabetes or if they are worried that they may be at risk of developing the condition, should speak to their GP, nurse or NHS Health Check professional about the possibility of referring them on to the programme.

7. ASHA WOMEN'S CENTRE

Asha Women's Centre in Worcester will close on 31 January 2017. All users of the service are being informed and plans are being put in place to offer an exit strategy for women currently engaged in projects at the centre.

8. YOUR LIFE YOUR CHOICE



Your Life, Your Choice Worcestershire provides information and advice about adult social care and health services in Worcestershire. It is designed to give you the best help and advice to ensure your needs are met and to help you or a loved one live as independently as possible. This could include help with living at home, help with assessments, help with paying for social care or finding the right care home. You can also find information to help meet your needs as a carer. Find out more online: ylc.worcestershire.gov.uk

9. NEW DEFIBRILLATOR



Due to successful fundraising at the Upton Hill Centre a new defibrillator will be in place at the Hill Centre from the second week of January 2017. A big thank you to everyone who gave their support.

10. CHAT HEALTH



Chat Health, provided by Worcestershire Health & Care NHS Trust is a text service for 11-19 year olds. Chat Health offers a confidential service and gives advice on all issues that young people may have concerns about. This includes advice on issues regarding emotional health, healthy eating, sexual health, eating disorders, self harm, friendship or family issues and any worries that young people may have. It is run by the Specialist Community School Health Nurses and covers the whole of Worcestershire. It is available from 09.00 – 16.00 Monday—Friday. Contact 07507331750.

11. DO YOU LIKE A DRINK?

Like to unwind with a glass of something in the evening? If you're not careful it's easy for the occasional glass in the evening to quickly become 2 or 3 glasses most days. Men and women are advised not to drink more than 14 units of alcohol a week. This is the same as 6 pints of average strength beer a week. Regularly drinking more than this can increase the risk to your health. It's important to know how much you are drinking and the easy ways you can cut back. Read more at <https://www.nhs.uk/oneyou/drinking>



12. STOP PRESSURE ULCERS

Pressure ulcers can be acquired by anyone across all care settings. People most at risk of developing a pressure ulcer are:

- People with reduced mobility
- People with poor circulation
- Anyone with reduced sensitivity to pain or pressure
- Anyone over 65
- People with incontinence problems
- Patients receiving end of life care

The first sign of pressure damage occurring is a reddened mark over a bony area on the body. Reacting to this redness is key to preventing further damage and breakdown of the skin occurring. If anyone believes they, a patient or loved one is affected by this; they should speak to the health care professional that delivers most of their care or contact their practice or district nurse.