



# 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. FIRST STEPS DIABETES EDUCATION

Attend one of the 2½ hour sessions here at Upton Surgery led by a Diabetes Nurse or Dietician



**Wednesday 3 October 2018 10am – 12.30pm**  
**Friday 30 November 2018 10am – 12.30pm**

**Meet other people with diabetes and find out:**

- About type 1 and type 2 diabetes and insulin action
- Your health results and blood tests, their meaning and target ranges
- The AMOUNT of carbohydrate has a much greater impact on blood glucose than the TYPE
- Energy balance and long-term lifestyle change to manage weight
- Common myths and misconceptions regarding food and diabetes
- What is involved in a diabetes annual review and why
- The need to take responsibility for diabetes self-management and accept that self-care choices have the greatest impact on health and well-being.

### 2. WE'RE HERE FOR YOU, FOR LONGER

GP appointments are now available in our area during the evenings and at the weekends. To book an appointment please contact Upton Surgery 01684 592696. Please note the appointment may be with a GP from another practice. Saturday appointments will be available at Prospect View Malvern.

For more information please visit:  
[nhs.uk/GPaccess](https://nhs.uk/GPaccess)

### 3. INCREASED DEMAND

Upton Surgery is going to trial a new managed appointment system to improve the patient flow and how we deal with the ever increasing demand. We are hoping that access to a preferred GP may improve with our changes.

### 4. PATIENT ARRIVAL SCREENS

For those of you who have recently visited the practice you may have noticed additional Arrival Screens.

We have four Arrival Screens and **one screen for booking future appointments**; this screen is located near reception on the way out from the Consultation Rooms – **please make good use of this facility.**

The screens can aid the practice in gathering important and up to date information from our patients, without taking up valuable time in your appointment. We hope you will be happy to take part in patient surveys from time to time.

### 5. FITNESS FOR LIFE

Exercise classes at Upton Surgery will help improve your mobility, strength and balance

Every Tuesday 10am – 11am and  
11.15am – 12.15pm  
Contact Lewis Dallard 07793 540545 for more information

Every Thursday 11.30am – 12.30pm  
Contact Maddie Dawson 07811 933887 for more information

£4.00 per session

## 6. SIDE BY SIDE



### Volunteering Opportunities in Upton upon Severn

Do you have a few hours to spare?  
Could you support someone living with dementia in the Upton area to continue to do the things they enjoy?

If so, the Side by Side Service is a fun, friendly, super-flexible volunteering opportunity that could be just the thing for you!

This Alzheimer's Society service will pair you with someone with dementia so you enable them to keep on doing the things they love – and try new things too. This might be going to a café for lunch or a coffee, visiting gardens, walking the dog, watching a football match, or supporting them to continue to participate in their favourite sport! It might be having a chat, watching the latest movie, playing chess or going fishing. Just like you, people with dementia, who want a Side by Side friend, have varied interests! You'll be supporting them to enjoy those interests, continue to participate in their local community and avoid isolation. Another option is to volunteer on the Side by Side phone line. If you are a student, you might like to do both: face-to-face volunteering in term time and over the phone in the holidays, or vice-versa – it really can be as flexible as you need it to be.

You'll be provided with training, you don't need medical expertise and you'll get expenses e.g. for your travel. You'll need to be able to listen and chat!

With someone developing dementia every three minutes, there are nearly 1,000 people waiting for volunteers right now. Volunteer for Side by Side and get ready to make a difference, not only to their lives, but to yours.

If you would like to know more about the volunteering opportunity, please contact Ruth Fraser (Alzheimer's Society Volunteering Officer) on 01905 621868 or Janet Neate (Alzheimer's Society Community Co-ordinator) on 07885 228890 or [sidebysideworcestershire@alzheimers.org.uk](mailto:sidebysideworcestershire@alzheimers.org.uk)

## 7. ASK NHS - VIRTUAL ASSISTANT

This innovative app is proving very popular with patients who need advice on where to go and what to do if they have a healthcare concern.



Launched a year ago, Ask NHS is a free smartphone app giving patients more flexibility in accessing healthcare advice and support.

The app offers patients confidential advice based on their symptoms from Olivia, a virtual nurse. They can also search for health services and book GP appointments.

The Ask NHS app's symptom checker is proving to be particularly popular and can advise patients on how to take care of themselves as well as signposting them to their GP or another service if necessary.

The app is free to download from both Google and iOS App Store via: [www.sensely.com/](http://www.sensely.com/)

## 8. RIVERBOATS CHILDREN'S CENTRE



### WHAT'S ON:

**MONDAY:** MESSY PLAY  
2PM TO 2.45PM

**TUESDAY:** HEALTH VISITOR  
10AM TO 12PM

**WEDNESDAY:** MIDWIFE CLINIC  
9.30AM TO 3PM

BABY LATTE  
10.30AM TO 12.30PM

**THURSDAY:** RELATE  
10AM TO 1.30PM

Please see further information on their website or email [office@uptonuponsevern.worcs.sch.uk](mailto:office@uptonuponsevern.worcs.sch.uk)

## 9. FRIENDS OF UPTON SURGERY (UMST)

The surgery is very grateful to the friends for their continued support and funded equipment for our patients.