



Upton Surgery Patient Newsletter

**WISHING ALL OF OUR PATIENTS A PEACEFUL AND HAPPY CHRISTMAS
WITH BEST WISHES FOR 2018**

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1. CHRISTMAS OPENING TIMES



FRIDAY 22nd DECEMBER 2017	08:00 – 18:30
SATURDAY 23rd DECEMBER 2017	CLOSED
CHRISTMAS EVE (Sunday 24 th December 2017)	CLOSED
CHRISTMAS DAY (Monday 25 th December 2017)	CLOSED
BOXING DAY (Tuesday 26 th December 2017)	CLOSED
WEDNESDAY 27 th DECEMBER 2017	08:00 – 18:30
THURSDAY 28th DECEMBER 2017	08:00 – 18:30
FRIDAY 29 ^h DECEMBER 2017	08:00 – 18:30
SATURDAY 30th DECEMBER 2017	CLOSED
NEW YEARS EVE (Sunday 31 st December 2017)	CLOSED
NEW YEARS DAY (Monday 1 st January 2018)	CLOSED
TUESDAY 2nd JANUARY 2018	08:00 – 18:30

2. THE BIG GET TOGETHER AND CHRISTMAS QUIZ 2017



We would like to say a big thank you to everyone who supported our Big Get Together for St Richards Hospice which raised £141.34. We used this opportunity to launch our Christmas Quiz as the charity chosen this year is St Richards Hospice.

We are asking for donations of over £1 and the quizzes are available from the Reception Desk.

3. CHRISTMAS PRESCRIPTION ORDERS

Christmas is coming, so please have a look in your medicine cupboard and order what you need in good time.



WE WILL BE CLOSED for 4 days from 18:30 on Friday 22 December 2017 and then open again at 08:00 on Wednesday 27 December 2016 and then closed for a further 3 days from 18:30 on Friday 29 December 2017 and then open again at 08:00 on Tuesday 2 January 2018.

There is no need to order more than you need or early unless you are running out or going away. If ordering early please let us know the reason so we can process your requests without delay.

The first day back can be extremely busy with prescription requests. It would be very much appreciated if you could only call if absolutely necessary on the first day of opening, and be understanding that we can only deal with one call at a time.

4. CARERS GROUP



Do you look after someone who is ill, disabled or frail? Do you need time out and some company for yourself? If so, you are not alone - Worcestershire Association of Carers would like to start a Carers Group in Upton and would like to know if this is something that Carers would like. The Groups give you the opportunity of:

- Meeting with other carers who share and understand your experiences.
- Gain access to support, information and talks to help you as a carer, and have opportunities to voice your concerns.
- Enjoy recreational activities, relaxation and occasional outings, as a break from caring.
- Make friends and chat over tea or coffee.

If you are interested in a group starting in Upton would you please contact Maureen Oliver at MOliver@carersworcs.org.uk or phone 07427474776

5. SELF CARE WEEK AWARD 2016 WINNERS



Upton Surgery, Abbottswood Medical Centre and Pershore Medical Centre have jointly won an Innovation Award for our collaborative work with our Patient Reference Groups and voluntary sector partners to plan a year of self-care activities locally. Our patients have benefitted from our Self-Care newsletters and increased emphasis on self-care throughout the surgery over this period of time and we all hope to be able to expand on this further in the future.

Congratulations to all of the surgery teams for their hard work in winning this award.

6 STAY WELL



Winter health advice

Keep warm – this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia.

Eat well – food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.

Get a flu jab – flu vaccination is offered free of charge to people who are at risk, People aged 65 years and over, pregnant women, carers and some young children to ensure that they are protected against catching flu and developing serious complications.

Common winter illnesses

Colds – to ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.

Sore throats – a sore throat is almost always caused by a viral infection, such as a cold. Try not to eat or drink anything that's too hot, as this could further irritate your throat; cool or warm drinks and cool, soft foods should go down easier.

Asthma – a range of weather-related triggers can set off asthma symptoms, including cold air. Covering your nose and mouth with a warm scarf when you're out can help.

Norovirus – this is also known as the winter vomiting bug, although it can cause diarrhoea too. The main thing to do to is drink plenty of water to avoid dehydration. You can also take paracetamol for any aches, pains or fever.

Flu – if you're 65 or over, have a long-term health condition such as diabetes or kidney disease, flu can be life-threatening, so it's important to seek help early. However, if you're generally fit and healthy, the best treatment is to rest, stay warm and drink plenty of water.

Please visit the website:
www.nhs.uk/staywell

7. 'Help us to Help you' when booking your appointment



Did you know we get around 400 requests for urgent appointments every week.? Whilst our satisfaction rating for making appointments is currently 92%, compared to local average of 85% and national average of 81%, we still struggle to meet some expectations, even though we are doing our best. It would be very helpful to note the following:

1. If you require an **urgent appointment** you will be assessed by a member of the Duty Team on the same day. This may be by phone or face to face. Please note - for urgent appointments it may not be possible to see the GP/Nurse of your choice.
2. When booking a **non-urgent appointment** with GP/Nurse please give the surgery as much notice as possible.
3. If you wish to see a specific GP/Nurse please be aware that you may have to wait until the next available appointment. This could take 3-4 weeks.
4. If you are asked to book a **follow up appointment** after seeing your GP/Nurse, please do so at reception before leaving the surgery, due to limited appointment availability.
5. Our reception team will always do their very best to accommodate your appointment request. We would however ask that you **show your respect** towards them at all times.

8. WORCESTERSHIRE WELLBEING HUB



The Worcestershire Wellbeing Hub has launched a revamped directory listing a range of community support on offer throughout the county to support people's mental and emotional wellbeing. The resources directory splits support into various categories, including legal, housing, benefits and other therapies. The services can be accessed directly, and there is no need to see a health professional first. The Worcestershire Wellbeing Hub is a partnership between Worcestershire Health and Care NHS Trust and Community First and is the community support arm of the Worcestershire Healthy Minds service, which helps people with more common mental health issues such as anxiety or stress.

To Access the hub:

<http://worcestershire.wellbeinghub.org.uk/>