



# 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

On Tuesday 13th February 2018 we welcomed 4 inspectors from the CQC. They spent the day with us at the surgery to produce the latest report which has now been published.

We are proud to announce we have now been graded as **OUTSTANDING**.

For more information please visit:  
[www.cqc.org.uk](http://www.cqc.org.uk)

### 3. ARMED FORCES VETERAN FRIENDLY ACCREDITED GP PRACTICE

We are pleased to announce we have a dedicated clinician who has a specialist knowledge of service related health conditions and Veteran specific health services. If you are a veteran please let your GP know to help ensure you are getting the best possible care.



### 2. NEW EXCITING SERVICE FOR UPTON PATIENTS



From 9<sup>th</sup> April 2018 Age UK Malvern and District will provide information and advice sessions here at Upton Surgery.

**These will be held in the Hanley Room on:  
Monday 9am – 1pm  
and  
Thursday 9am – 1pm**

Age UK offer a range of services (see details below) alongside information, signposting and advice on a whole range of services, activities and issues.

Age UK can also assist with applying for disabled blue badge parking and other benefits including Attendance Allowance for people of pensionable age living in the Malvern Hills District.

**For further information or to refer someone to the service please contact  
Upton Surgery Reception Team on  
01684 592696**

### 4. PRESCRIPTION CHARGE INCREASE

With effect from 1<sup>st</sup> April 2018 the Government have increased the prescription charge by 20 pence from **£8.60 to £8.80** for each medicine or appliance dispensed.



To ensure that those with the greatest need and who are not already exempt from the charge are protected, the Government have frozen the cost of the prescription prepayment certificates (PPC) for another year. The 3 month PPC remains at £29.10 and the cost of the annual PPC will stay at £104.

Please remember to bring proof of exemption and identification when collecting prescriptions. We cannot issue medication without this.

### 5. FEES FOR NON NHS SERVICES



Certain forms, reports, medical certificates/examinations and vaccinations fall outside the NHS service provided by the GP's and a charge for these services must be met by the patient. **Please allow at least 14 working days for completion.**

## 6. WASTED/UNUSED MEDICINE

This is a serious and growing problem within the NHS that you can help tackle.



- Please let your GP or Pharmacist know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.

*Unused medicines cannot be recycled. Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else. Please bring your unused medicines to the Pharmacy for safe disposal.*

## 7. ARE CALORIES CREEPING UP ON YOU?



A new campaign has been launched "One You" which encourages adults to watch their calorie intake and provides adults with a simple tip to help them make healthier choices while out and about.

The message is to aim for 400-600-600. That's around 400 calories for breakfast, 600 for lunch and 600 for dinner, plus a couple of healthier snacks and drinks in-between.

The aim is to help adults reduce excess calorie consumption and stay within their recommended daily intake - 2,000 for women and 2,500 for men each day.

Please visit website: [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

## 8. WINSTON'S WISHES

Help for parents, carers and professionals supporting children and young people affected by death.

<https://www.winstonswish.org>

Email: [info@winstonswish.org](mailto:info@winstonswish.org)



## 9. HELP US GET IT RIGHT



### Listening, Responding, Improving

We constantly try to improve the services we offer. Please let us know when you think we have done something well or if you have any suggestions on how we can do something better.

Our suggestion box is located in the patient waiting area for your use and our Friend and Family Test cards are available on our reception desk.

Our website allows for feedback and comments on [www.uptondoctors.co.uk](http://www.uptondoctors.co.uk).

Upton surgery has a nominated Complaints Lead, Joanna (Jo) Dodd, who is responsible for monitoring the complaints process and the progress of the investigation ensuring that any concerns you have, will be investigated thoroughly and in a timely manner.

## 10. YOUR LIFE YOUR CHOICE



This is a website that offers advice and guidance for families, children and adults of all ages.

<https://ylc.worcestershire.gov.uk>

## 11. GLAUCOMA PATIENT MEETING



Informal session covering all aspects of glaucoma and its treatments with question and answer session for patients.

**Friday 25th May 2018 9.45am - 1pm**  
**The Charles Hastings Education Centre,**  
**Worcestershire Royal Hospital.**

For more information please contact:  
Ophthalmology Team 01905 733569

## 12. WiFi



Upton Surgery now has Wi-Fi access for patients visiting the surgery.

To connect your smartphone or tablet to the WiFi, please look for the network:

**NHS WiFi** - There is no password, but rest assured that the network is fully secure.