



# 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. HIGH LEVEL DEMAND



We are still under a high level of demand.

Please use alternative self-care approaches where possible by visiting local pharmacies for help in the first instance for coughs, colds, sore throats and hay fever, to allow our GP's to focus on helping those patients with more urgent or long term conditions.



Did you know it can take 3 weeks for a cough to get better? A pharmacy will be able to offer you something to help soothe your symptoms, without seeing a GP.

Please see our Self Care Newsletter and table displays for help and guidance on various problems. The displays are changed on a monthly basis.



### 2. IMPORTANT CONTACT INFORMATION

HAVE YOU MOVED HOUSE?

**PLEASE UPDATE US WITH YOUR NEW CONTACT INFORMATION AS SOON AS POSSIBLE**

HAVE YOU CHANGED YOUR MOBILE PHONE NUMBER?

### 3. CARE NAVIGATOR



Upton Surgery is joining a County-wide initiative for Care Navigation and soon you will notice our phone message will change to a greeting from Dr Barrell!

Many of our Surgery team will be attending a nationally recognised training and you may be asked a few more questions when contacting us. We would like you to get what you need as quickly as possible with the least inconvenience to you. To make a success of this initiative we ask you to please work with our reception team as they try to guide you to the most appropriate and speedy option suited to you.

### 4. PATIENT ONLINE



If you wish, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before.

**For more information  
please ask our Reception Team.**

## 5. HOW TO COPE IN HOT WEATHER

Most of us welcome hot weather, but when it's too hot for too long there are health risks. Make sure the hot weather doesn't harm you or anyone you know.



### Tips for coping in hot weather

- Shut windows and close curtains/blind when it is hotter outside. You can open the windows for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers and splash yourself with cool water.
- Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- Listen to alerts on the radio, TV and social media about keeping cool.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose cool clothing and a hat and sunglasses if you go outdoors.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.

## 6. THE GEORGE WILSON MEMORIAL CUP

Each year our Friends of the Surgery and Hanley Castle art students join together to display their art work at the Surgery.



The 2017 winner was Penny Brearley with her painting of "Journey Through Worcester"

Penny was inspired by a journey through Worcester. She took a range of photographs in the city from her home to the bus stop. These were then painted and collaged to create an abstract representation of her journey.

## 7. 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 to:

- Meet 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](mailto:MOliver@carersworcs.org.uk) or phone 07427474776**

## 8. DR C MILLER



We would like to confirm that Dr Miller will be taking a Sabbatical this summer and will be away from surgery from 13th July 2018 until 9th September 2018

## 9. STAY HYDRATED

**HEALTHY URINE IS 1-3, 4-8 YOU MUST HYDRATE!**

Search UTIaware on Facebook to find out more.  
[www.nhs.uk/conditions/Urinary-tract-infection-adults/](http://www.nhs.uk/conditions/Urinary-tract-infection-adults/)

**Thank you ....for taking the time to read this.**

If you have something to suggest, a query or want to express your thoughts regarding our services - we do want to hear from you. There is a box for suggestions in the main reception waiting area.