

Yorkley & Bream

Dr Andrew, Edwards, Hayes & Cleary Patient Participation Group

NEWSLETTER



No 5 Autumn 2015

Dr Andrew , Edwards, Hayes & Cleary

Yorkley Health Centre

Bailey Hill
Yorkley
Lydney
Glos. GL15 4RS

Bream Surgery

Beech Way
Bream
Lydney
Glos GL15 6NB

Telephone

(for both surgeries)

01594 562437

Website

www.yorkleyhealthcentre.nhs.uk



Protected Learning Time (PLT)

The practice closes on nine afternoons each year for Protected Learning Time, essential time to allow the whole practice to come together to discuss recent guidance, protocols and practice business. It is also an opportunity for all the staff to undertake obligatory training such as fire safety, basic life support etc. and for the clinicians to progress with their Continued Professional Development. The proposed upcoming dates are 14th October, 17th November and 9th February. The practice will be closed from 12.30pm on these days.

Order repeat prescriptions online - and more

If you have access to the internet you can order repeat prescriptions online via our website any time of the day or night. You can also make or cancel appointments for a doctor or for routine blood tests. We understand that it is sometimes difficult to get through to the surgery by telephone at busy times, which can be very frustrating, but a lot of our doctors' time is wasted when people don't cancel their appointments. During the past 6 months alone, 472 booked doctor's appointments were wasted due to non-cancellation. Cancelling an appointment means it could be then offered to someone else. Apply to register in person at reception with photo ID.

Showing now at a surgery near you

If you have been into either of the surgeries in the last few weeks, you will probably have seen the new media screens showing slides in the waiting rooms. These were installed after feedback from our annual questionnaire and it was agreed by doctors and the Patient Participation Group that they would make a welcome alternative to the usual pile of magazines. The slides are interesting and informative and can be changed when appropriate. For example, they could be used to give healthy food ideas for toddlers to be shown during the baby and child clinics, reminders about travel vaccinations to be shown in the Spring when patients are making plans to travel abroad and advice on keeping warm during the cold Winter months. We will also use them for general surgery information, reminders to update your contact information, bank holiday and training closures, etc. If there is anything health-related that you would like to see on the screens, please send a message to Julie at the surgery.



What do District Nurses do?

The role of the modern District Nurse is to provide short or long-term nursing care to housebound patients in their area.

They are experts in:

Nursing care and advice for acutely ill patients

Care and advice to manage a long term condition

Wound care and advice

Advice about continence problems

Referrals to other services when appropriate

Care and advice after an operation

Palliative and end of life care

Advice about healthy living

Assessment of nursing needs

The friendly team of District Nurses attached to our surgery are Sarah, Rose, Lucy and Pat. They work as part of a larger team throughout the Forest, giving nursing care to patients 24 hours per day.

To contact them between 8am and 4pm Monday - Friday, ring 01594 563154, leaving a short message along with your contact details. Remember that any messages left after 4pm may not be dealt with until the following working day. Their Out of Hours service is available every day between 5pm and 8am including weekends and bank holidays by calling 0300 421 0555.

Flu Clinic

The Department of Health recommends flu vaccination each year for everyone in these groups: people who have diabetes, women who are pregnant and everyone aged 65 and over. Also eligible are people with some long-term conditions affecting their lungs, heart, kidneys, liver, brain or nervous system, their immune system or their spleen. If you think this includes you, book an appointment for a free flu vaccine. Children from 2 - 6 years will be able to have a flu nasal spray towards the end of October, along with 6 - 18 year olds with medical conditions as above.

Doing our bit for Cancer Research - with bicycles



Les and I were talked into being Yorkley Health Centre team members in the Relay for Life for the first time about five years ago. In our second year, Les thought of a novel way of fundraising rather than just asking our friends for donations yet again. He bought four

cheap bicycles that he found on Ebay from Stroud. By the time we got them home, the 'four cheap bikes' weren't that cheap at all once we'd paid for the fuel to collect them and it was soon obvious that two of them were unrepairable and would be going straight to the recycling centre. The other two were reasonable, so Les repaired the punctures, adjusted the gears and brakes and put them outside our house with a sign saying 'Bikes for Sale - Cancer Research'. One of the ladies who bought one said she thought it was a wonderful idea and that she had two more bikes we could have to sell and that she'd tell her friends.

Since then it's snowballed amazingly. In the early days we put a few posters up in shops around the area, but now it's simply word of mouth. I often arrive home from work to find a couple more donated bikes propped up against the gate. We often don't know who's donated them and are constantly impressed by people's generosity. Just about everyone that we talk to who donates or buys a bike from us says that they have lost someone close to them through cancer and they're very pleased to be doing their bit to help.

Apart from the first four, all of the bikes are donated to us - we don't buy or part exchange at all. We accept bikes in any condition and if they aren't economically repairable we save any good parts and sell the remainder as scrap metal. Nothings gets wasted and every penny of the proceeds go to Cancer Research UK via the Forest of Dean Relay for Life event.

Unfortunately we can't have 'opening hours' as we both work varying hours. We also occasionally have other commitments on weekends - so we are 'open' when we're there and our phone number is on a note on our front door. If you have a bike to donate you can leave it in our garden. If you have seen a bike that you'd like to buy you are welcome to phone us later or leave a note with your phone number and we'll call you back as soon as we can. You'll find our house easily enough. It's the one near the school on Lydney Road in Yorkley with all the bikes outside! *Julie Cockle*



Blood & Organ Donors



Blood is something we all expect to be there for us when we need it, yet only 4% of us give blood - many people would not be alive today if it wasn't for the generosity of our donors. Most people can give blood, but all donors have to meet the eligibility criteria before their blood is accepted to ensure there's no risk of harming you or the patients who will receive it.

Would you take a donated organ if you needed one?

Of course - nearly everyone would, but only around a third of us have joined the Organ Donor Register. More than 10,000 people in the UK currently need a transplant. Out of these people, three a day will die waiting as there are not enough organs available.

Please help turn good intentions about blood and organ donation into action by registering online at www.organdonation.nhs.uk or www.blood.co.uk - or by phoning 0300 123 23 23

New Faces

We are pleased to welcome Dr Kimberley Hallett and Dr Chloe Eulberg who are both fully qualified doctors undergoing further training with us in GP Practice. We also welcome Ann who has joined our team of receptionists and Gill and Hayley to the dispensary team.



What is this 'Message in a Bottle'?

The Lions Club 'Message in a Bottle' scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the fridge.



It is a small white plastic bottle containing a form which gives vital information about you that could save your life - due to the speed with which the Emergency Services could respond to your individual needs. The bottle is placed where the Emergency Services are trained to look, in the refrigerator door. A green cross sticker is placed on

the inside of the main house door, or where it is considered would be most obvious, and another sticker on the door of the fridge.

The information provided should include where you keep your medication and latest prescription, contact details, major medical conditions, your doctor and anything considered necessary that would need attention in those first critical moments.

We have a box of bottles at the surgery to give out and they can also be obtained from most Lions Clubs across the country, completely free of charge, by telephoning them on 0845 833 9502.

More information about the scheme can be found on the Lions Club's website: lionsclubs.co/lions-message-in-a-bottle

This newsletter has been prepared by the Patient Participation Group (PPG) at the surgery which acts as a link between patients and the practice. If you would like to be part of the email section of the group, please contact Julie Cockle at julie.cockle@nhs.net