

# Staines Health Group Newsletter

## Welcome to the 14th edition of “SHG News”.

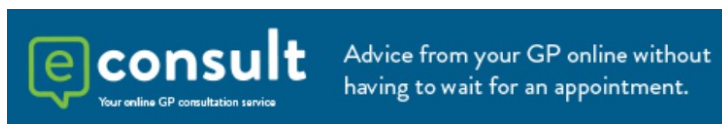
Welcome to the winter edition of the Staines Health Group newsletter.

I am now seven months into my new role as Practice Manager and have had a steep learning curve, but am relishing the new challenges presented on a daily basis, particularly the first flu clinic which was an eye opener to see so many patients coming through the doors in such a short space of time. It was lovely to get to meet some of the patients that we serve and even the odd quick chat. I am very lucky that I have been handed the reins of a popular and successful practice and want to continue being able to provide such a service and therefore I would be really interested to hear any views or suggestions that you, as service users may have of the practice. The following methods are available to provide feedback, I would love to hear from you.

Emma.

**I want Great Care** - <https://www.iwantgreatcare.org/gpsurgeries/staines-health-group>  
**NHS Choices** - <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=440772>  
**Friends and Family Test** - <http://www.staineshealthgroup.co.uk/FriendsAndFamily/>  
**Email us at** - [staineshealthgroup@nhs.net](mailto:staineshealthgroup@nhs.net)  
**SMS Text** - respond to text message questionnaire or  
**Comment form** - In the waiting area.

## CONSULT WITH YOUR GP ONLINE



### ESCAPE THE WAIT - CONSULT WITH YOUR GP ONLINE.

We are pleased to be able to offer our patients the convenience of online advice without having to wait for an appointment.

**eConsult** provides an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7.

Patients may find the answers they need and avoid an appointment altogether

#### SELF-HELP AND SYMPTOM CHECKING

Reliable, trustworthy information syndicated from NHS Choices

Determining if a patient can receive the medical attention they need elsewhere

#### SIGNPOSTING TO 111 OR LOCAL SERVICES FOR MINOR CONDITIONS

Putting patients directly in touch with appropriate alternative primary care providers

**You are now able to consult online** with our **own GPs** with a response no later than the end of the next working day

#### HOW IT WORKS:

Visit our surgery website

- Click “consult online”
- Select self-help or consultation options
- We will respond to all eConsults by the end of the next working day

Please visit our practice website: [www.staineshealthgroup.nhs.uk](http://www.staineshealthgroup.nhs.uk)



### Inside this issue

- ◆ Consult with your GP online
- ◆ Travel Vaccines
- ◆ Give Blood
- ◆ How to get the most out of your visit to the Practice
- ◆ Staffing Updates
- ◆ Sexual Health
- ◆ Friends of the Practice
- ◆ Flu Clinics
- ◆ SToptober
- ◆ Contacting the Practice





## TRAVEL VACCINES

The Practice are changing the travel vaccination service and will now only be providing the vaccines available at no charge under the NHS:

- ◆ Diphtheria/Tetanus/Polio
- ◆ Cholera
- ◆ Hepatitis A (although is in short supply currently)
- ◆ Typhoid

Any other required vaccinations will need to be sourced from a **private travel clinic**.

You should allow **6-8 weeks** for the vaccinations before you travel.

To identify which vaccines you require, please visit the following website -

<http://www.fitfortravel.nhs.uk/home.aspx>

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## SAVE A LIFE – GIVE BLOOD

For more information visit: <http://www.blood.co.uk>

or call: 0300 123 23 23

Monday 23 October 2017 @ 12:40 to 15:15 & 16:30 to 19:45  
**St Peters Church Hall, Laleham Road TW18 2DX**

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## HOW TO GET THE MOST OUT OF YOUR VISIT TO THE PRACTICE

Do you need to see the GP? Could your problem be solved by another member of the team?

The following methods of help are available

- **Your local pharmacist** – great for advice on simple self-limiting illnesses such as coughs and colds
- **E-Consult** - online consultation with the GP – for non-urgent illnesses or extensions to GP fit notes
- **Reception team** – chasing test results, non-clinical questions regarding local services available e.g. support groups

**The average GP appointment is 10 minutes per patient**, which may not be much time if you have a complex or multiple problems to discuss. Please consider this when booking an appointment, if required you may request a double appointment with reception. This will stop subsequent appointments running late. Here are some top tips of how to make the most of your time with the doctor so you don't leave the appointment unsure or disappointed.

### 1) Be on time

GP's time is carefully planned to ensure as many patients as possible are able to be seen, if you are late the GP may not be able to see you.

### 2) Be prepared

Make a list of questions or problems you want to discuss, if this is more than two problems please consider whether you need a double appointment or to be seen separately for additional problems so the GP has adequate time to answer your concerns and discuss options.

### 3) Be clear at the beginning of the appointment

If you have more than one thing to discuss please tell the GP at the beginning of the appointment so they can plan the time effectively.

### 4) Be descriptive

Try to be clear about the problem, using certain words to describe symptoms will help the GP to identify the problem more quickly. If it is an on-going problem try to keep a diary of your symptoms.

### 5) Make sure you leave the appointment with clarity

Make sure you understand what may be wrong with you, if you require further tests or appointments, what treatment you should be following, what happens next and who you can contact for further advice or support.

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## STAFFING UPDATES

This month we have welcomed **Dr Ramachandran** back from maternity leave, Dr Ramachandran will be working with us Monday – Thursday.

**Dr Hassan** has joined the team on a permanent basis working Monday, Thursday and Fridays.

Unfortunately were sad to say that two of our nurses will be leaving over the next few months. We wish **Caroline and Andrea** well in their new ventures.

*" It is not  
much  
trouble  
to doctor  
sick folks,  
but  
to doctor  
healthy  
ones is  
troublesome.*

*H. W.*

*SHAW. "*

# SEXUAL HEALTH IN SURREY

Central North West London NHS Trust (CNWL) took over these services from 1<sup>st</sup> April 2017.

Services are available at the three main **Hub Clinics** as below:

**Buryfields Clinic**  
61 Lawn Road  
Guildford GU2 4AX

Tel: 020 3317 5252

**Earnsdale Clinic**  
2 Whitepost Hill  
Redhill RH1 6BD

Tel: 020 3317 5252

**Woking Clinic**  
Woking Hospital  
Heathside Road  
Woking GU22 7HS  
Tel: 020 3317 5252

## or outreach clinics

- **Leatherhead Hospital:** Mondays and Fridays, 10:00 am to 12:30 pm
- **Epsom Clinic:** Mondays 4:00 pm to 7:00 pm & Wednesdays 3:00 pm to 7:00 pm
- **Staines Health Centre:** 1st & 3rd Wednesday of each month from 3:00 pm to 6:00 pm (starts mid-October 2017)
- **Runnymede area:** We are currently working with local GPs to agree sites in these areas

To check the services available or to book an appointment please use the website or telephone number below:

Telephone: 020 3317 5252 (staffed Monday to Friday 9am until 5pm)

Website at: [www.sexualhealth.cnwl.nhs.uk](http://www.sexualhealth.cnwl.nhs.uk)

Email: [sexualhealth.cnwl@nhs.net](mailto:sexualhealth.cnwl@nhs.net)

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## FRIENDS OF THE PRACTICE

**Thank you for kind donations to our charity fund** – we have recently used some funds to purchase a new mobile examination light & spirometer for monitoring patients breathing.

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## FLU CLINICS

The injected flu vaccine is offered **free of charge** on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

**You are eligible to receive a free flu jab if you:**

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

A full list of eligibility is available at <http://www.nhs.uk/Conditions/vaccinations/Pages/who-should-have-flu-vaccine.aspx> or please call reception who can advise your eligibility.

**APPOINTMENTS** - Please contact reception on 01784 465229 for an appointment. **Appointments are also available to book online.**

## CHILD FLU CLINICS

The flu vaccine is free on the NHS for:

- children over the age of six months with a long-term health condition
- children aged two and three on 31 August 2017 – that is, born between 1 September 2013 and 31 August 2015

**APPOINTMENTS** - Please contact reception on 01784 465229 for an appointment

**“Always laugh  
when you  
can, it is  
cheap  
medicine.” -  
George Gordon  
Byron**



## STOPTOBER :

Public Health England are once again running the **SToptober** campaign.

Stop smoking for **28 days** and you're **5 times** more likely to quit for good. From our free app and daily emails, to face-to-face expert support and much more – we've got loads of support to help you quit, so choose the combination that's right for you

Read more at <https://www.nhs.uk/oneyou/stoptober/home#YukwfhEjtOIkJxDW.99>

### 10 Benefits to stopping smoking

1. Stopping smoking lets you breathe more easily
2. Stop smoking gives you more energy
3. Ditch the cigarettes and feel less stressed
4. Quitting leads to better sex
5. Stopping smoking improves fertility
6. Stopping smoking improves smell and taste
7. Stop smoking for younger-looking skin
8. Ex-smokers have whiter teeth and sweeter breath
9. Quit smoking to live longer
10. A smoke-free home protects your loved ones

Try our free Quit 51 sessions available on Monday afternoons – ask at reception.



## CONTACTING THE PRACTICE

Please consider how to best contact the practice, we are experiencing high call volumes and apologise if you have had to wait for your call to be answered.

If you are computer literate please consider using the **GP online services system**. This can be used at your convenience to

- Book/cancel/amend appointments
- Request repeat prescriptions
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- view clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters

### How can I start using GP online services?

Follow these steps to access GP online services:

- 1) Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services.
- 2) Fill in the short registration form that you are given by your practice.
- 3) Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in.

