

Roborough Surgery Christmas 2018

Surgery Hours over Christmas and New Year

The surgery will be closed on:

Christmas Day

Boxing Day

New Year's Day 1st January (Tuesday)

If you need a doctor during the times we are closed, please ring 111 or 999 in case of an emergency.

Repeat prescriptions:

The last day to request repeat prescriptions before Christmas is:

Friday 14th December.

Please make sure you have informed Reception of your nominated pharmacy.

Flu clinic details— we have had several flu clinics already but should you still require a flu vaccination then please speak to our reception team.



Staff changes—we welcome Denise Hill as the new HCA at Roborough Surgery and Nicki Allutt as a new Administrator.

We waved goodbye to one of our long-serving Receptionists/Administrators who had been with us for 31-years. We wish her a long and happy retirement.

Dr Helen Wright has reduced her working hours and now works on Tuesdays and Wednesday only. Please bear this in mind if you wish to see Dr Wright as this may delay your appointment. You are able to see any GP at Roborough Surgery, you don't have to just see your 'named' GP.

The 3rd Plympton and 2nd Plymstock Scouts who have been selected to attend the World Scout Jamboree in West Virginia, USA 2019 would like to thank all those who kindly supported them when they attended flu clinic. The funds raised through the tombola and raffle ticket sales have taken them a step closer to their target to get them to the Jamboree



Drink Drive Campaign 2018—a mate won't let you drink and drive. This year's Government campaign starts on 10th December with the strapline 'a mate won't let you drink and drive'. Enjoy the festivities but be mindful of the impact of your breaking the law will affect not only yourself and family but also other innocent victims.



Keeping seasonal coughs and colds at bay

Ask your pharmacist what medicines should be in your cabinet and how to help you and your family get through the winter season.

Many over-the-counter medicines (including Paracetamol and Ibuprofen) are available to relieve symptoms of common winter ailments such as cold, sore throat, cough, sinusitis or painful middle ear infection (earache). Always seek advice from your pharmacist at the first sign of a cough or cold before it gets more serious.

Stay warm—It is also important to keep warm in winter – both inside and outdoors. Keeping warm over the winter months can help to prevent colds, flu and more serious problems such as heart attacks, strokes, pneumonia and depression.

Heat your home to at least 18C (65F). You may prefer your main living room to be slightly warmer.

Keep your bedroom window closed on winter nights – breathing cold air can be bad for your health as it increases the risk of chest infections.

Stay active—Keep active when you're indoors. Try not to sit still for more than an hour or so. Wear several layers of light clothes as they trap warm air better than one bulky layer.

Stay informed—Make sure you're receiving all the help that you're entitled to. Learn how to make your home more energy efficient, improve your heating and keep up with your energy bills at www.gov.uk/phe/keep-warm.

Check your heating and cooking appliances are safe. Contact a Gas Safe registered engineer to make sure these are operating properly.

Catch it. Bin it. Kill it.

Flu is very infectious and spread by germs from coughs and sneezes, which can live on hands and surfaces for 24-hours.

To reduce the risk of spreading flu:

- use tissues to trap germs when you cough or sneeze
- wash your hands often with warm water and soap
- bin used tissues as quickly as possible



Patient Participation Group—Our patient participation group meets approximately three times a year at the surgery. The Group provides feedback to the surgery on the various surveys we have to carry out. We also discuss the DNA rate (did not attend) at the surgery for both doctors and nurses appointments. This has an impact on patients trying to book appointments—we would like to remind patients to cancel appointments if they are no longer needed rather than just not turn up.

Any patient can join the PPG and we welcome new members. If you are interested please contact Jill Porthouse at the surgery. Alternatively, if you have comments or ideas that you would like the group to raise on your behalf please contact Jill or one of our members (details are available on the web site).

Banish winter tiredness

- get outdoors in natural daylight as much as possible
 - get a good night's sleep – go to bed and wake up at the same time every day
- De-stress with exercise or meditation – stress has been shown to make you feel tired



Eat more fruit and veg

When it's cold and dark outside, it can be tempting to fill up on unhealthy comfort food. However, it's important to ensure you still have a healthy diet and include five portions of fruit and veg a day.

If you find yourself craving a sugary treat, try a juicy clementine or satsuma instead. Winter vegetables such as carrots, parsnips, swede and turnips can be roasted, mashed or made into soup for a comforting winter meal for the whole family. Explore varieties of fruit and veg that you may not normally eat.

Drink more milk

You are more likely to get a cold in winter, so make sure your immune system is in tip-top condition. Milk and dairy products such as cheese, yoghurt and fromage frais are great sources of:

- protein
- vitamins A and B12
- calcium, which helps keep our bones strong Choose semi-skimmed, 1% or skimmed milk – rather than full-fat – and low-fat plain yoghurts.

Try new activities for the whole family

Don't use the cold winter months as an excuse to stay in and lounge around. Instead, get out with the whole family to try out a new activity –maybe ice skating, or taking a bracing winter walk on the beach or through the park. Regular exercise helps control your weight, boost your immune system, and is a good way to break the tension that can build if the family is constantly cooped up inside the house.



Have a hearty breakfast

Winter is the perfect season for porridge. Eating a warm bowlful on a cold morning isn't just a delicious way to start your day, it also helps boost your intake of starchy foods and fibre.

These foods give you energy and help you feel fuller for longer, stopping the temptation to snack mid-morning. Oats also contain lots of vital vitamins and minerals. Make your porridge with semi-skimmed, 1% or skimmed milk, or water, and don't add sugar or salt. Add a sliced banana, berries or other fruit for extra flavour and to help you hit your 5 A Day target.

GENERAL SURGERY INFORMATION

Urine Tests—Please note that urine testing will be carried out in-house Monday to Thursday 8am—3pm and Fridays 8am—12noon.

Did Not Attend (DNA) rates—101 missed appointments in October (10 minute appointments = 16.8 hours)

ZERO Tolerance to Aggression —If you are not happy with the service you receive, we are happy to listen and help. There is no need to be rude or aggressive towards members of staff. Repeat incidents could mean you are asked to leave the practice register.

Online Access— Patients are now able to sign up for Online Access. This means you will be able to book appointments online, order repeat prescriptions and have access to some of your personal medical records. Please complete a form (available from Reception) or download it from our website and bring it back to us with some photo I.D.

Mobile Phones—Please be mindful of others when using your mobile phones in the waiting room and do not use them in the consulting rooms; if possible have them on silent.

Current Pressures—The NHS and General Practice are under huge pressure at the moment. Roborough Surgery is no exception and it is a challenge to provide the high level of care that we strive to provide for our patients especially during the busy winter months.

Drake Medical Alliance – Group Development Event

As many of you will be aware Roborough Surgery has, for the last four years or so, been associated with four other practices in Plymouth with whom we work closely as a federation on large projects under the national NHS transformation programme. This federation is known as Drake Medical Alliance – or DMA.

On 28th November we held a DMA-wide staff development afternoon in Plymouth which was attended by all DMA staff – totalling around 200 people. This event has been a long time in conception and was finally given the go-ahead by our clinical commissioning group - Devon CCG.

The afternoon was arranged quickly by Roborough Surgery Practice Manager Dawn Mainland (also DMA lead practice manager) and commenced with an introductory speech by Dr Holman – who is the current DMA clinical lead. Well done to Dawn for managing to pull together such a full and busy agenda and to co-ordinate everyone and make the event such a success.

There was a wide range of content. Some sessions focussing on training whilst others introduced new tools and models of working which are being introduced across the group. Such initiatives are being rolled out by all GP groups in the Devon area – and nationwide – and are essential to ensure that primary care in the UK remains fit for purpose and able to cope in coming years. An example of new ways of working will have been noted by some of you in the form of the e-Consult service which is accessible from the surgery website main screen and which is currently being trialled by Roborough on behalf of DMA.

GPs heard from a representative of the local clinical commissioning group the coming plans for reorganisation of mental health services in our area. There was plenty of robust challenge from DMA GPs regarding the difficulties with these services in the Plymouth area – an example of how federation can help us to shape future healthcare and services for our patients.

More importantly the staff at our five sites were given the opportunity to meet up and build bonds, to share experience and to share the challenges which they share day to day. Our GPs found it particularly beneficial to spend time with our federation partners and have made links to continue sharing of ideas and issues. A relaxed and enjoyable afternoon was had and hopefully has further reinforced the strong links which have grown between the surgeries over recent years and which, with a stream of new initiatives planned, will continue to grow and bring benefit in the service we provide.

Dr Alan Holman



