

# Royal Crescent & Preston Road Practice

## Feb/Mar Newsletter 2022

[www.royalcrescentsurgery.co.uk](http://www.royalcrescentsurgery.co.uk)

[www.prestonroadsurgery.co.uk](http://www.prestonroadsurgery.co.uk)

*We are all pleased and relieved to hear that the highly transmissible Omicron, Covid variant infections have now started to dip and that Ministers have now lifted certain restrictions. However, we would still like to keep you and our staff as safe as possible, and therefore politely request that all patients and staff wear a mask or face covering when entering the surgery.*

*We thank you for your understanding over the last 2 years and look forward to the future with a 'new normal' way of working. Some of the changes implemented due to the Covid pandemic have provided us a more efficient way of working, opening up further avenues of communication with patients and our professional colleagues.*

*We continue to embrace change and look forward to what the year ahead holds.*

### STAFF NEWS

It is with a mixture of sadness and fond, happy memories that we say farewell to Dr Sarita Chopra and Dr Jonathan de Kretser who will be retiring from the Practice in March.

Sarita joined the Practice as a Partner in 1994, and Jonathan joined in 1990 as a GP Trainee Registrar, and 1994 as a Partner. They were both actively involved in the training of new doctors and have helped many trainees along their journey to become GPs, many of whom are Partners in our Practice today. We shall miss them both very much and wish them a long and happy retirement.

We are pleased to welcome Dr Mathew Grist to the Practice who will be taking over the care of Sarita and Jonathan's patients.

We also say goodbye and good luck for the future to our GP Trainee Registrars, Dr Victoria Hau, Dr Lawrence Onyele and Dr Anas Geba, and we welcome Dr Ali Husain and Dr Katherine Wade who will be joining us to complete their GP training.

### When to use 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. To get help **online visit [111.nhs.uk](http://111.nhs.uk)** (for people aged 5 and over only) Or **Call 111** - NHS 111 is available 24 hours a day, 7 days a week.

### How NHS 111 works:

You will answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone and depending on the situation you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist, or GP
- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E – this might mean you spend less time in A&E
- be told how to get any medicine you need
- get self-care advice

### Long Term Condition Clinics

Like wider society, General Practice has had to adapt to new ways of working as we work together to manage coronavirus (Covid-19).

Our top priority is, and has always been, to keep you and our staff safe while ensuring you get the care you need. We are committed to maintaining regular reviews of patients with long term conditions helping to keep you well and healthy.

To slow down the spread of coronavirus, we have worked to reduce the number of people coming into the practice by using online consultation systems like e-Consult, telephone appointments and video consultations.

For your annual condition review we may ask you to answer some questions to provide information regarding your condition. This information will be reviewed, and you will receive follow up as appropriate.

We may also send you a link via SMS or Email to book your appointment via your smart phone or on-line. if you are unable to book via the link, or you wish to book a different date please telephone the surgery.

Please do not reply via SMS or Email as this inbox is not monitored.

### HEALTH AWARENESS DAYS

#### FEBRUARY

#### National Heart Month

[www.bhf.org.uk](http://www.bhf.org.uk)

#### 28 Feb – 6 March Eating Disorders Awareness Week

[www.b-eat.co.uk](http://www.b-eat.co.uk)

#### MARCH

#### Living Well Taking Control - A

**Diabetes information webinar** taking place on the 2<sup>nd</sup> March at 1pm.

The webinar is free for anyone living in Dorset who would like more information about reducing the risks of developing pre-Diabetes or Type 2 Diabetes.

<https://www.eventbrite.co.uk/e/reducing-your-risk-of-type-2-diabetes-tickets-260594785017>

#### Marie Curie Cancer Care Great Daffodil Appeal Month

[www.mariecurie.org.uk/supportus/thegreatdaffodilappeal](http://www.mariecurie.org.uk/supportus/thegreatdaffodilappeal)

#### Prostate Cancer Awareness Month

Organised by Prostate Cancer UK, this special month aims to raise awareness of prostate cancer, as well as raise money so the charity can provide even better support to both sufferers and their families.

[www.prostatecanceruk.org](http://www.prostatecanceruk.org)

#### Ovarian Cancer Awareness Month

Every year, 295,000 women around the world are diagnosed with ovarian cancer and only half will survive beyond five years. You can help change this. March is Ovarian Cancer Awareness Month which helps to raise the profile of ovarian cancer and spread the word about the symptoms.

[www.gillharlerfund.org](http://www.gillharlerfund.org)

[www.ovariancanceruk.org](http://www.ovariancanceruk.org)

#### 9<sup>th</sup> March - No Smoking Day

Smoking is the single greatest preventable cause of death in the world today. No matter how long you've smoked for, no matter how many cigarettes you smoke a day, your health will start to improve as soon as you quit.

[www.nosmokingday.org.uk](http://www.nosmokingday.org.uk)

## Have you seen our Website?

If you have access to the Internet, have a look at our website. The website contains information on the services we offer, a page for Young People and Carers, Covid Information, Online Services, eConsult, Patient Participation Group and useful links to other websites and further information.

The next time you have a query, why not check out our website?

[www.royalcrecentsurgery.co.uk](http://www.royalcrecentsurgery.co.uk)

[www.prestonroadsurgery.co.uk](http://www.prestonroadsurgery.co.uk)

### Dementia Coordinator Service

Many people living with Dementia feel that having support along their journey will maximise independent living and prevent a crisis.

The Dementia Coordinator Service, delivered by Help & Care, is committed to supporting people to live well with Dementia.

The service is available to everyone across Dorset, age 18 and over including support for immediate carers and loved ones.

A referral to a Dementia Coordinator is made by the by the Memory Assessment Service at Dorset Healthcare, or your GP – once a diagnosis has been confirmed.

#### Support and Advice Includes:

- Information relating to the diagnosis and its prognosis.
- Coping with memory loss.
- Benefits entitlement and how to claim.
- Information on care options and how to access these.
- Liaising with agencies, groups, clubs, and other community-based support resources on behalf of the patient, if required.
- Advice and guidance for a carer or family.
- Information on driving with dementia and legal requirements.
- Referral to Age UK for Cognitive Stimulation therapy if applicable.
- A dedicated Early Onset Dementia Coordinator for those diagnosed aged 65 and under.

For further information, Telephone 0300 123 1916

[www.helpandcare.org.uk/services/dementia-coordinator-service](http://www.helpandcare.org.uk/services/dementia-coordinator-service)

### Covid PCR Tests

**If you are waiting for the result of a PCR test, please do not come into the surgery.**

If you have an appointment booked whilst awaiting your result, please contact our reception team who can rebook your appointment or arrange a telephone consultation.

### Covid-19 Boosters

To book or get advice regarding your 1<sup>st</sup>, 2<sup>nd</sup> or booster Covid-19 vaccine contact the National Booking Service via [www.nhs.uk](http://www.nhs.uk) or call 119.

Please do not contact the surgery. We do not have access to the Covid-19 booster booking system.

### Did you know?

You can make a 'custom request' when ordering your medications online by typing in your request ie 'Hay fever Tablets' or maybe you need a cream or ointment that you have had previously.

If you have had the medication before, and you and your GP are aware what it is for, you can request medication that is not on your repeat list.

Just head to the Medication page on Systmonline and tick **Make Custom Request** – then type in the box your request and click continue.

### Live Well

Head to [www.nhs.uk/live-well](http://www.nhs.uk/live-well) for advice, tips and tools to help you make the best choices about your health and wellbeing.

Tips and advice on

- Mental wellbeing
- Healthy weight
- Exercise
- Sleep and tiredness
- Eat well
- Alcohol support
- Quit smoking
- Healthy body
- Sexual Health

Tips to help you raise your self-esteem, get active, find out about healthy eating along with cooking tips. Advice on sleep problems, physical causes of tiredness, lifestyle causes of tiredness. Find out how to change your lifestyle habits to boost your energy with the energy diet.

### PPG News

The PPG met at the beginning of January and provided feedback on the Practice website as the Practice is looking to update the website this year.

They also discussed the agreed actions from the Surgery regarding the patient communication questionnaire and how the surgery plans to improve communications. Further details and minutes from the meeting can be found on the PPG page of the website.

**If you would like to join our PPG and be kept updated on surgery matters please email [preston.prg@dorsetgp.nhs.uk](mailto:preston.prg@dorsetgp.nhs.uk) to be added to our PPG Email Group. Please state whether you are a Patient of Royal crescent Surgery or Preston Road Surgery.**

**The next PPG meeting will be held on Tuesday 5<sup>th</sup> April.**

**Flu Vaccines are still available!** If you are eligible for a flu vaccine and have received an invitation, please contact the surgery to book an appointment. **IT'S NOT TOO LATE FOR FLU!**