

Telephoning the surgery

We recently conducted a survey asking patients who telephoned the surgery how easy they found it getting through. We are pleased to report that 96% of patients asked found getting through to the surgery either very easy or easy.

Our receptionists are trained to deal with all enquiries efficiently and professionally and can signpost to another service if appropriate.

If you have access to online services there are other ways you can contact the surgery listed below thereby freeing up the phone lines for patients needing urgent advice, and other health professionals.

- ♥ Please call before 10am if you need urgent advice or an urgent appointment.
- ♥ If your enquiry is not urgent please call after 10am.
- ♥ If you wish to book a non-urgent or follow up GP appointment please use Patient Online Services, such as SystmOnline, Airmid, or NHS App to book your appointment.
- ♥ If you would like advice from your GP, or are requesting a Fit note/Sick note, or other paperwork, please complete an eConsult request from our website
- ♥ If your call relates to Test Results, please use Patient Online Services, blood test results are available online, along with a comment from your GP. Viewing results via SystmOnline or Airmid, also provides links to further information regarding the blood test.
- ♥ For other enquiries please check our website or visit WWW.NHS.UK which has a wealth of information and advice.

Thank you for your help!

Welcome to Dr Matthew Grist

We are pleased to welcome Dr Matthew Grist to the Practice.

Dr Grist was previously a Partner in two practices in North Dorset, and also practiced in Yeovil before joining the team here at Royal Crescent Surgery.

Dr Grist has taken over the care of Dr Chopra and Dr de Kretser's patients.



New service – Social Prescriber

Social prescribing can help a wide range of people who may need extra support with one or more long-term health conditions, mental health, loneliness and isolation, or have complex social needs which affects their wellbeing, i.e. money and debt issues, domestic abuse and employment.

Our Social Prescriber can help you feel confident about managing your health and its impact on your day to day life. All appointments are held at the surgery and can be booked through reception.

Before your Blood Test Appointment...

Make sure you are hydrated before your blood test appointment by drinking a glass of water.

If you are dehydrated when the phlebotomist performs your blood test, it can be difficult to draw blood from your veins.

Drinking water **makes your veins plump and easier to access.** For this reason, it is a **good idea** to drink water before your blood test.



NEW Facebook page!

Please **Like, Follow and Share** our **Facebook Page** with your friends and family to keep updated on Practice information and events.



Don't put off Cervical Screening

Cervical screening (a smear test) checks the health of your cervix. It's not a test for cancer, it's a test to help prevent cancer. During the screening appointment, a small sample of cells will be taken from your cervix using a soft brush. The test only takes a few minutes. The sample is checked for certain types of human papillomavirus (HPV) that can cause changes to the cells of your cervix. If these types of HPV are found, the sample is then checked for any changes in the cells of your cervix. These can then be treated before they get a chance to turn into cervical cancer.

If you feel worried about cervical screening you are not alone. It might help to find out more about what cervical screening is. You could ask your GP or nurse or visit Jo's cervical cancer trust online.

www.jostrust.org.uk

Or call the free helpline 0808 802 8000 for more support.

You'll get your results by letter, usually in about 2 weeks. It will explain what happens next.

Try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer.



Ovarian Cancer

Cervical Screening CANNOT detect Ovarian Cancer. Symptom awareness CAN. Ovarian cancer may cause the following signs and symptoms: -

- *Vaginal bleeding (particularly if you are past menopause), or discharge from your vagina that is not normal for you.*
- *Pain or pressure in the pelvic area.*
- *Abdominal or back pain.*
- *Bloating.*
- *Feeling full too quickly, or difficulty eating.*
- *A change in your bathroom habits, such as more frequent or urgent need to urinate*

Pay attention to your body and know what is normal for you. If you have unusual vaginal bleeding, you should see your doctor as soon as possible. If you have any of the other signs for two weeks or longer and they are not normal for you, you should see a doctor.

For further information visit www.gillharlerfund.org



NHS Health Check

As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes. Your free NHS Health Check can spot early signs and help prevent these happening to you.

The [NHS Health Check](#) is a health check-up for adults aged 40 to 74 who have not previously been diagnosed with a health condition. Patients with long term conditions such as Heart Disease or Diabetes, will already receive regular health condition checks.

You will be invited by letter or SMS for your NHS Health Check. The health professional will ask you some questions about your lifestyle and family history, measure your height and weight, take your blood pressure and take a finger prick blood test. Your results can show your chances of getting heart disease, stroke, kidney disease and diabetes. You will then receive personalised advice to improve your risk.

Latest research suggests that:

- In every 30 to 40 people having an NHS Health Check, 1 person is diagnosed with high blood pressure.
- In every 80 to 200 people having a Health Check, 1 person is diagnosed with type 2 diabetes.
- In every 6 to 10 people having an NHS Health Check, 1 person is identified as being at high risk of cardiovascular disease.

Don't delay booking your Free NHS Health Check when invited.



Be the first to know - Join OUR PPG

Would you like to be kept updated with surgery matters, be the first to know of new services, receive updates, newsletters and items of interest by email? ...Or maybe you would like to have your say on the services we offer?

Why not join our Patient Participation Group?

Just email preston.prg@dorsetgp.nhs.uk and ask to be added to the PPG email group or ask at reception. There is no obligation to attend any meetings, you can just receive emails and be kept informed.

Next Meeting – Thursday 16th June 1pm-2.30pm held online via Zoom.