



# Preston Road Surgery Newsletter May 2017

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

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## Long Term Condition Annual Reviews

All patients with a Long Term Condition, i.e. Asthma, Diabetes, Heart Disease, COPD, Hypertension should have an annual review.

Patients are given an 'Annual Review Month' to have their condition reviewed. This is to ensure you are on the correct medication, and that your condition has not deteriorated warranting further investigation or medicines. **It is very important to attend this review.**

We are contractually obliged to send you 3 invites, either letter, SMS or phone call asking you to attend.

If you know your annual review is due, you do not need to wait to be invited. Please contact the surgery to book your appointment.

**This is Your Health and Your Health Matters!**

## The Patient Participation Group (PPG)

met recently and the minutes from this meeting can be found on the website. If you wish to join the PPG or would like to find out more, please enquire at reception.

## Dorset Advocacy - Choice and Change Together

Advocacy means speaking up for another person so that they can say what they want, and help defend their rights.

If you are older or have a disability finding your way through the social care system can be confusing and frustrating.

Are you, or someone you care for affected by dementia? Dorset Advocacy can help you to speak up, to remember and record your life stories, so that memories, gifts and wishes are never forgotten, and to keep your memories safe.

Dementia can be a daunting diagnosis. Living with dementia or caring for someone with dementia can have a big impact on your daily life. You may need extra support, or need to make changes to your living and work situation. You may also have to make decisions regarding your future.

## Why your Feedback is Important to us

The surgery receives feedback via Friends & Family SMS, and paper feedback forms in the surgery. All your comments are important to us.

We review all feedback monthly, and discuss with our reception team and GPs any areas that may need improvement, or if a member of the team deserves acknowledgement or praise.

If you have consented to receive SMS messages, you will receive a confirmation appointment text shortly after booking, followed by a reminder text the day before your appointment.

After your appointment you may be asked to complete the F&F survey. This SMS will only be sent once a month, you will not receive this after every appointment. Please take the opportunity to reply to the F&F survey when asked. **YOUR FEEDBACK MATTERS!** Thank you

## Returning Hospital Equipment

Unfortunately the surgery is unable to receive your unwanted hospital equipment. You can take any crutches, walking frames, walking sticks etc. to Weymouth Community Hospital.

There is an NHS collection service for bigger items, such as toilet seats, commodes, bed frames etc. Call 0808 1683168 and leave a voicemail, you will then be contacted to arrange a collection.

## How can an Advocate Help?

An advocate is on your side; they are not part of social services or the NHS. Their role is to find out what is most important to you, to help you explore your options, and to make sure your wishes are listened to and respected.

They can also help with NHS complaints, for anyone who is dissatisfied with their experience of the NHS. An advocate will inform you about the NHS complaints procedure and speak up for you at complaint hearings.

For more information, leaflets are available in the surgery.

If you or someone you know needs help speaking up call

**Dorset Advocacy Tel: 0845 389 1762**

## OUTSTANDING!

The CCG carried out a comprehensive inspection of the Practice in October 2016. We are delighted to have been given the rating of **OUTSTANDING** You can read the full report by visiting [www.cqc.org.uk](http://www.cqc.org.uk)

## PRESTON SURGERY MAY BANK HOLIDAY

The Surgery will be **CLOSED**

**Monday 1st May**  
**Monday 29th May**

For emergencies call **999**

For medical advice call **111**

For Minor Injuries and urgent medical problems visit **The Urgent Care Centre at Weymouth Community Hospital**

*Closes 6pm on Bank Holidays*

