

Friends & Family Test

In 2015 NHS England extended the Friends and Family Test to the General Practice. We are very pleased that in the last 3 months (December - February) 95% of all responders said they were 'extremely likely' or 'likely' to recommend us to their friends and family.

Surveys are available from reception and on our website.

Dates For Your Diary

Wednesday 15th May

Tuesday 18th June

Surgeries are closed for training 1-5pm

Friday 19th April

Monday 22nd April

Monday 6th May

Monday 27th May

Surgeries are closed for Bank Holidays.

WELCOME TO THE TEAM!

My name is Jenny Cassidy. I am paediatric and adult trained nurse who has worked in emergency nursing for 12 years, both in the UK and Australia. My claim to fame is that I helped develop and manage the new children's A&E at the RBH. After a 5 year break to look after my young family, in January 2019 I completed my return to nursing course before joining Brookside. I am very much looking forward to working with you all.



My name is Jessica Hillcoat and I am a GP trainee in my second year of training. I went to Cambridge University Medical School for my undergraduate degree and University College London where I graduated with my MBBS in 2014.



My first few years training were based in London before moving to Reading in 2016. I have a passion for travel and spending time with my favourite people.

My name is Samreen Khan. I was born and raised overseas but completed my foundation training in Surrey before moving to Berkshire and joining the VTS scheme in Reading.



I love working in general practice as it gives me the flexibility I need to spend time with my wonderful little family and to be able to work as a doctor at the same time.

I hope to develop my skills further and develop a special interest in paediatrics and psychiatry. In my free time I love to read, play racket sports and travel.



My name is Annie Crowhurst and I am the new Deputy General Manager here at Brookside. I have worked in General Practice for the last 10 years during which time I completed a degree through the Open University. Outside of work I enjoy running and playing with my nieces and nephew.

PRACTICE OPENING HOURS

Brookside: Mon - Fri 8am - 6.30pm
Tues - Thurs 6:30pm - 8pm pre booked appointments only
Some Saturdays 8am - 12:00

Chalfont: Mon - Fri 8.30am - 5.30pm

Winnersh: Mon - Wed & Fri 8.30am - 12.30 & 2 - 5pm
Thurs 8.30am - 12.30pm (closed pm)

Switchboard: Mon - Fri 8am - 6.30pm

Contact details:

Brookside Group Practice
Brookside Close
Earley
Reading
RG6 7HG

Tel: 0118 966 9333



@BGPReading

brooksidegrouppractice.co.uk

QUARTERLY
NEWSLETTER
FROM YOUR
PRACTICE

BGP News

SPRING 2019

HAYFEVER— IT'S NOT TO BE SNIFFED AT

If you're a Hay Fever sufferer, find out more about what you can do to combat the symptoms on our website.



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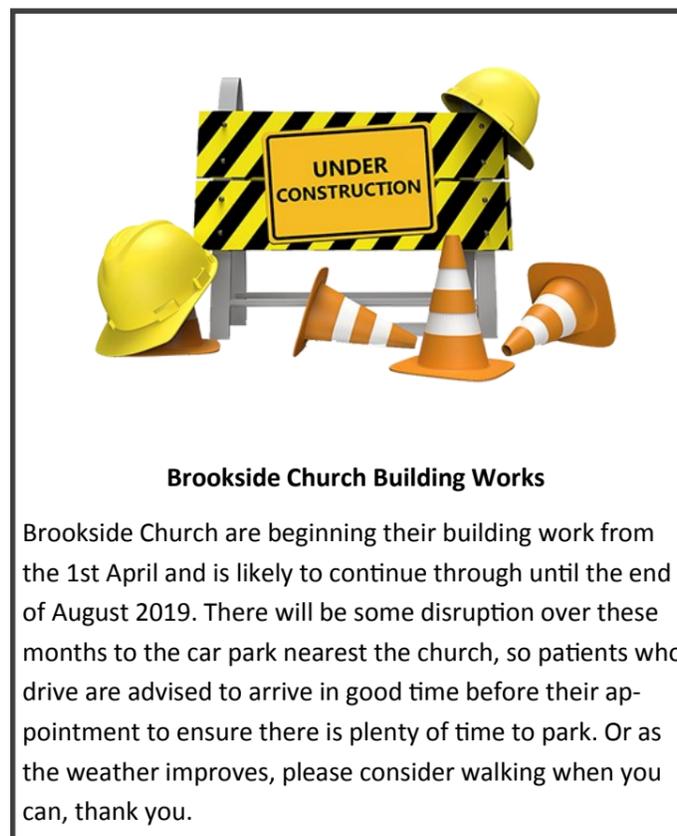
Can't make it? Cancel it!

Cervical Cancer Prevention

Staff changes

Brookside Practice Car Park

Brookside Surgery building works and car park is now complete and we hope you are all enjoying the benefits of the new, fit for purpose, clinical rooms and additional parking. We think these facilities look great and really help us provide the high standard of primary care service we aim for both now and in the future.



Brookside Church Building Works

Brookside Church are beginning their building work from the 1st April and is likely to continue through until the end of August 2019. There will be some disruption over these months to the car park nearest the church, so patients who drive are advised to arrive in good time before their appointment to ensure there is plenty of time to park. Or as the weather improves, please consider walking when you can, thank you.

Online Advice and Help 24/7

Ever feel like you want to ask a question or tell us something but you never find a convenient time; whether that's to find out when your next review is due, or perhaps find out how to treat some symptoms you are experiencing, or even arrange a sick note? Well you can now do all this and a lot more through our website.

We understand that our phone lines and surgeries are often busy and it can feel difficult to find the right help and advice you need—that's why we work hard to ensure our website is as useful as it can be.

Our website offers lots of benefits for our patients; enabling you to access a wealth of help and advice about many common health issues and long term conditions that can sometimes leave patients feeling a bit helpless. Hay Fever, Coughs, Diabetes, Dementia, Mental Health, Sexual Health and Bereavement Advice, are just a handful of the subjects we cover and are constantly updating so that you have access to current, local support and information should you need it at the click of a button.

It's our aim to provide you with the support and help you need to ensure you are able to manage your health better by being guided to the most appropriate service or information you need.

Find out more:

brooksidegrouppractice.co.uk

brooksidegrouppractice.co.uk

Self Care or Urgent Care?

Since we moved to the new rooms in Chalfont last July our Urgent Care Clinics have continued to grow with the addition of our new paramedic Tom, two new practice nurses and a Physician’s Associate. In September we moved into our new rooms at Brookside which have helped us manage our clinic there in a similar way to Chalfont.

Our team of four paramedics are now well embedded into the Urgent Care Clinics as well as carrying out home visits and care plans. Our multi-disciplinary team approach means that where you have an underlying condition we can arrange for the right clinician to see you. Our Urgent Care Clinics are always supervised by one of the Brookside GPs who will review patients if the medical concern requires it.

We have also continued to expand our clinics at the Winnersh surgery where you will now be seen by a Paramedic, Nurse or Doctor.

Our Urgent Care Clinic appointments are only available to book on the day and are only available for patients with a problem which is medically urgent for that day. We always encourage our patients to seek self-help guidance through our website in the ‘Advice and Help Zone’ or the ‘Common Illness Room’, in our useful self-care leaflet which can be found at each surgery, or via the NHS website as this can save valuable appointments for those who need them. If you attend an Urgent Care appointment with an issue which is not urgent for today you will be asked to rebook a routine appointment as this is not what the Urgent Care team are trained to manage.

The Urgent Care Clinics are still booked appointments and we only have a set number available each day. We will ask you to arrive at a particular time to ensure we don’t have everyone arriving at once, and we then see patients in a clinical priority order. The average waiting time at our clinics is approximately 40 minutes, therefore if you feel you are deteriorating you must let one of our staff know when you check in or are waiting.

If you no longer need your UC appointment it is **very** important that you cancel it with us so it can be made available for another patient. We have a surprising number of non-attenders for these urgent clinics which is really disappointing and a huge waste of NHS resources. We are also sometimes able to move appointments to an earlier time when appointments become available so please make sure you have your phone handy as this means we may be able to see you sooner than originally planned.



**Can’t make it? Don’t need it?
Cancel it. It’s as simple as that!**

Forgetting to cancel your unwanted appointment can prevent someone else from being seen and receiving the help they need.

In the last 6 months approximately **4000** appointments were missed across all three practices and were recorded as ‘did not attend’. Missed appointments are one of the largest contributors to the strain on time and resource within the NHS, so reducing the number of them is essential for both improving patients’ access to health services and reducing the demand on appointments across the board.

One of the main reasons for patients not attending their appointments is that they simply forget, which is why we are making it as easy as possible for you to remember when you have appointments and to enable you to easily inform us if you can no longer attend them. Here are some simple things you can do to help us make better use of the time and resources at the Practice:

1. If you have a mobile phone, please ensure your contact details are up to date and you are set up to receive text reminders.
2. Write the details of your appointment down either as a note in a diary/calendar or as an alert in your phone.
3. Let us know you can’t make it:
 - If you receive text reminders for appointments booked and you can no longer make it—text back CANCEL
 - Cancel online via your Patient Online Services account (if you are set up) or through our own website brooksidegrouppractice.co.uk
 - Call in or pop into surgery
 - Give us as much notice as possible. Cancellations too close to the booked appointment will not be able to be used by another patient so may be recorded on your record as ‘did not attend’.

Cervical Cancer can be Prevented

Every year in the UK approximately 3000 women will be diagnosed with cervical cancer. It is now the most common cancer in women aged 35 and under and is caused by persistent infections with a virus called Human Papillomavirus (HPV) which is most commonly transmitted through skin to skin contact in the genital area. It is thought that about 4 out of 5 sexually active adults will be infected with some form of HPV in their lives. While HPV is common, cervical cancer is more rare and it is preventable. A simple cervical screening (smear test) checks the health of a woman’s cervix. It is not a test for cancer, it is a test to prevent cancer by way of testing for abnormal cells. Any abnormal cervical cells left untreated could turn into cancer and there is no other way of knowing if you have any abnormal cells unless a screening takes place.

Who’s at risk of cervical cancer?

If you have a cervix and have had any kind of sexual contact with a man or a woman, you could get cervical cancer. All women aged 25-64 should go for regular screening when invited by the practice.

When you’ll be invited:

- Under 25 years: Up to 6 months before you turn 25
- 25-49 years: Every 3 years
- 50-64 years: Every 5 years
- 65+ years: Only if 1 of your last 3 tests was abnormal

If you have ever missed your last screening or did not make an appointment, you do not need to wait for the next letter invitation — please just get in touch to book in with one of our specialist practice nurses. In the UK we are fortunate to have a free screening programme available, so if you are eligible for a screening, please take us up on the invitation—it really could save your life.

For more useful information about Cervical Cancer and Screenings:

Jo’s Cervical Cancer Trust:

Jostrust.org.uk or call 0808 802 8000

NHS website:

Nhs.uk/conditions/cervical-screening

Travelling abroad? Be prepared.

We don’t know if you need to pack 10 pairs of shoes and a lilo, but we do know it’s important to make sure you’re protecting yourselves against travel-related diseases before you travel.

It’s important you do your homework before you travel for a safe and healthy holiday **at least 6-8 weeks** before travel.

Firstly, you need to find out what immunisations you have had and whether you are still covered. If you are registered for Patient Online Services you can simply log on to see your immunisation history. If not, just pop in to any surgery and a member of the reception team can print this off for you.

We offer a full travel advice and immunisation service at all of our surgeries, however you will need to find out what you need before making an appointment with one of our practice nurses. To do this please **visit masta-travel-health.com**, or if you don’t have access to the internet, one of our nurses will be able to advise you in a telephone consultation.



**Paperless Prescriptions.
Saves you time and the NHS money!**

All prescriptions from the surgery are now sent electronically including all controlled medication too. This means that once you have ordered your medication in the usual way, 2 days later you can go straight to your pharmacy to pick it up, saving you the hassle of picking up a paper prescription. Please make sure you let the surgery know which pharmacy you want to use and we’ll do the rest.