

## 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 (March - June) 97% 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

**Tuesday 10th September**

Surgeries are closed for training 1-5pm.

## Bank Holiday Dates

**Monday 26th August**



## PRACTICE INFORMATION

### Opening Hours:

Brookside: Mon - Fri 8am - 6.30pm  
Chalfont: Mon - Fri 8.30am - 5.30pm  
Winnersh: Mon - Wed & Fri 8.30am - 12.30 & 2 - 5pm  
Thurs 8.30am - 12.30pm (closed pm)

Surgery Switchboard: Mon - Fri 8am - 6.30pm

### Contact details:

Brookside Group Practice  
Brookside Close  
Earley  
Reading  
RG6 7HG

Tel: 0118 966 9333



[brooksidegrouppractice.co.uk](http://brooksidegrouppractice.co.uk)

## WELCOME TO THE TEAM!

My name is Tina Adams, I am a community Pharmacist with over 28 year's experience. I've worked in the Earley/Lower Earley area since 2005. Some of you may remember me from my Silverdale Road days, which to this day holds a very special place in my heart. I was honoured to be part of such a great community.

I'm mum to two very different teenagers, and a cat called Twiglet. My long suffering Husband and I have been married for 19 years.

I'm very excited to be joining Brookside Surgery, and starting a new direction in my career .



As most of our patients already know we have a team of pharmacists who work with us as part of our clinical team. For the last 3 years they have been able to help our patients with all their repeat prescription and medication queries, taking a massive workload off our doctors and freeing them up to focus on their consultations. Increasing our number of additional health care professionals in the surgery such as clinical pharmacists, community paramedics and physician associates means we are well on our way to fulfilling the NHS 5 Year GP Contract issued in April. There are still plans to do more and we are looking forward to having Tina, and others join our team as we look to develop our services even further over the coming months. Watch this space...

### Set yourself a reminder!

Some of you may already be thinking about flu season and getting your job booked in as we often start to have clinics available to book from end of August. Due to the change in our clinical system we are likely to start advertising these clinics sometime in early September so why not set a reminder in your diary now to contact us then to book in.

QUARTERLY  
NEWSLETTER  
FROM YOUR  
PRACTICE

# BGP News

SUMMER 2019



## IN THIS ISSUE

It's time to upgrade!

Who can help?

Summer health matters

What kind of appointment do I need?

Staff changes and BGP news



## IT'S TIME TO UPGRADE

### We're upgrading our Clinical IT System!

Hopefully you've heard by now that we have taken the decision to upgrade our systems. This is largely in response to NHS England's Long Term Plan which was launched last summer and sets out some key targets for the NHS over the next 5-10 years.

The aim is to enable local NHS organisations to join forces and integrate their care systems so that services are more coordinated around the needs of each patient. By moving to this new system we believe we will be able to work more efficiently and effectively for our patients. We pride ourselves on always looking at ways to respond to and adapt to the increasing demand on our services and on those we are connected to in secondary care, and so this transition is a key way of helping us do just that.

Our clinical system is fundamental to the way we operate as a practice and impacts all departments. As with any significant change like moving house, new employment or special occasions to arrange, there is always going to be some challenge to providing services at normal levels. We are doing all we can to minimise the disruption for our patients during this transition, however there will be some impact on our services. Please note the following:

- All prescription requests must be with us **by Friday 19th July, if needed before Wednesday 7th August.**
- There will be a limited service for appointments **between Monday 22nd July and Monday 5th August.**
- **Patients will NOT be able to request test results between Monday 22nd July and Monday 5th August.** However our GPs will contact all patients whose results need following up urgently.
- Our Wednesday morning **Blood Clinic will NOT be running on Wednesday 24th or 31st July.**
- **Any urgent referrals will NOT be delayed.** Routine referrals required between 22nd July and 3rd August may not be processed until after Monday 5th August.
- **New patients will need to register after Monday 5th August** unless they need to be seen urgently.

Thank you for your patience!

[brooksidegrouppractice.co.uk](http://brooksidegrouppractice.co.uk)

### Who can help?

At times health concerns crop up and you aren't sure of the best place to turn for advice. These days there are many other service providers in the community, online or on the phone who can help with questions or concerns you may have. Here are some key services that we know to be really useful and may avoid you needing to book an appointment at the surgery.

#### Local Pharmacies

Local pharmacies should often be your first port of call for health concerns. Their trained clinical staff will often be able to assess you in privacy and provide you with over the counter medication if needed. They are often open on Sundays and into the evenings.

#### 111 Advice Line and Online

Available 24/7 111 trained advisors are available any time of day or night to give you advice about a medical need. You can answer questions about your symptoms on the website or by speaking to an advisor and they will then help you to get the help you need as quickly as you need it.

#### NHS and Brookside Group Practice websites

If you're out and about or simply unsure about a health issue then there is a wealth of information and links to useful resources available via our website.

#### The Samaritans

Whatever you're going through, a Samaritan is there to face it with you. They are available 24 hours a day, 365 days a year and are quite literally waiting for your call should you need someone to talk to. If speaking to someone feels hard then sometimes writing down thoughts can help process feelings better. That's why they also have an email service which is responded to within 24 hours and can be a lifeline for people who are really struggling.

#### Community Navigators

This organisation is made up of local volunteers who help people find their way to activities, services, other organisations or charities in the local area who can help meet a need. Whether that's loneliness, financial advice, home help or any other health or social need, they can find the most appropriate help for you.

**For more information about any of these services please visit our website or ask at reception.**



### Keeping safe and healthy this summer

Most common summer minor ailments, such as hay fever, insect bites, stings and sunburn can be seen by your local pharmacy team who are available and able to give clinical advice 7 days a week.

Most insect bites and stings are not serious and will get better within a few hours or days, but if minor symptoms persist, 'over the counter' medication can be used to ease the discomfort.

Hay fever is also a common complaint during the summer, especially when it's warm, humid and breezy. For information about Hay fever and how to treat it please visit our website.

We don't often have many weeks in the UK when the sunshine is out and we can enjoy being outside all day. And we are told that we need to expose our skin to the sunlight to increase our Vitamin D. However, if we do not take the correct precautions we can significantly increase the risk of skin cancer or do irreversible damage to our skin and well being.

It can be easy to underestimate the strength of the sun when you're outside. The wind and getting wet in the sea or pool may cool your skin so you don't realise you're getting burnt. You should always be aware of the risk of sunburn if you're outside in strong sunshine, and look out for your skin getting hot.

#### Be sun cream savvy!

Sunscreen is basically a barrier that protects the skin from absorbing ultraviolet (UV) rays. It contains a chemical that filters the light from the sun so that less of it reaches the deeper layers of your skin. Sunblock on the other hand reflects the light away so that it doesn't reach the skin at all.

There are two kinds of UV rays that can affect the skin. UVA rays tend to age the skin. UVB rays typically cause sunburn.

High SPF (Sun Protection Factor) can sometimes mislead consumers on packaging. SPF is a measure of the amount of Ultraviolet B Radiation (UVB) protection and are rated on a scale of 2-50+. It is important that you also check the UVA protection (Ultraviolet A Radiation). You should see a star rating of up to 5 stars on UK sunscreens. Always use protection that is 4 or 5 stars.

It is important to remember that no sunscreen blocks 100% of UV rays. Also, no matter how high the SPF or UVB star rating, all sunscreens protect for the same amount of time. All sunscreen needs to be reapplied at least every 2 hours or immediately after swimming or sweating.

#### Keep safe in the sun!

- **Use at least SPF 15 sunscreen with 4 or 5 stars UVA rating**
- **Wear sunglasses**
- **Drink plenty of water**
- **Use water resistant sunscreen for the beach or pool**
- **Spend time in the shade between 11am & 3pm**
- **Cover up with suitable clothing**
- **Take extra care with children**

**For more information on sunburn, please visit [www.nhs.uk/sunburn](http://www.nhs.uk/sunburn)**

*Stay Hydrated  
Stay Healthy*

Water makes up two thirds of your body. It is vital to drink enough fluid to maintain a healthy balance and ensure your body is able to work properly. Many people get dehydrated by not drinking enough fluid or by losing fluids and not replacing them. When the weather is hot there is a greater risk that you will become dehydrated and so to prevent this you need to increase your fluid intake. It is generally recommended that you drink 1.2 litres (6-8 glasses) of fluid every day, so in hotter weather be sure to drink more!

### What kind of appointment do I need?

We are constantly looking at ways to manage the demand on our appointments as best we can and to ensure that our patients are being helped by the most appropriate clinicians. It is important that our reception staff ask you for an indication regarding what the appointment is for so that they can help you find the most suitable appointment.

We run a large clinical team made up of; paramedics, practice nurses, health care associates, pharmacists, phlebotomists, physicians associates and doctors.

We also offer a range of appointments depending on your medical need:

**Routine face to face** appointments are pre-bookable in advance with doctors and nurses.

**Routine telephone consultations** are offered for routine matters i.e. to discuss test results. These are also bookable in advance with doctors or nurses. Our pharmacists are also available each day to discuss any repeat medication queries.

**Urgent Care** appointments are available each day which are intended for patients with medically urgent issues. If you are given an UC appointment, you will be seen by one of our health care team, made up of nurses and paramedics, supervised by a GP. **Please note patients are seen in order of clinical need.** If it is felt that you need to be seen by your usual doctor for a routine appointment, you will be asked to rebook.

**Home visits** are normally only for patients who are registered housebound. If there is a need for a visit, usually the patient will be called first before a paramedic will visit.

When all available appointments are filled for the day, but a patient wants health advice that day, we ask them to either call 111 for advice, or to visit the Reading Walk-in Centre where doctors and nurses are available without the need of a pre-booked appointment.

With all of our appointments, it is vital if you decide you no longer need it, that you cancel it by contacting the surgery either through the website, reply 'Cancel' by text if you are set up for text alerts, or by phoning., so we can use the appointment for someone else.