

Surgery News

Baltimore Park Surgery Newsletter



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Pallcall

This is a new service for patients in the last year of life provided by the Sue Ryder organisation.

It provides a single point of contact and support via a 24 hour telephone service for patients and their carers. It also offers advice for health and social care professionals.

Patients near the end of life often receive help from many services and this can be confusing for the patients and their families. It is hoped that Pallcall will simplify this.

ASK YOUR DOCTOR FOR CONTACT DETAILS.

Staff Changes

We said goodbye to Dr Chana who has successfully completed his GP training and welcomed Dr Katherine Welland and Dr Natalie Evans as trainee GP's.

Both have considerable hospital experience and are a valuable addition to our team.

Notes from the Treatment Room

- **Blood Pressure** - We regret that we are no longer able to lend out BP monitors as so many have not been returned. The most accurate way for us to monitor your BP is with home readings and BP monitors are now very reasonably priced. Your GP may recommend you purchase one if you can. Alternatively, use the **BP Pod** in reception, pass your results to Reception who will ensure your Dr sees them. The BP Pod can also be used in order to request repeat oral contraceptive pills for low risk patients along with a questionnaire from the Reception desk but is not suitable for children under 18.
- **Congratulations**—to Practice Nurse Clare Ford who has completed the specialist Diabetes training.
- **Immunisations** - **If you are over 65 or have an existing medical condition, Flu can be dangerous.** If you've not had your jab yet please book an appointment or ask at Reception and we will try to fit you in whenever you are in the surgery.
Shingles—A reminder to patients invited for the Shingles vaccination that we can provide that vaccine for a year only from your invite.
Travel Immunisations - Please make an appointment 6 weeks before you plan to Travel.
- **Ear Syringing**— Please use ear drops for 2 weeks before ear syringing, These can be bought cheaply at the Pharmacy. In many cases drops alone will be effective.

Carers

Please let us know if you are a carer for a friend or family member. Please contact Tracy, our carer coordinator who can provide information about help you may be entitled to.

The Caversham Carers Group meet on the first Monday of the month from 11am till 12.30pm for coffee at the Griffin Pub. All registered carers are welcome, this is a great way to meet other carers and gain support.

For more information call **0118 324 7333**



Reception

Concerns have been raised in the Press recently about patients being asked to give medical details to receptionists.

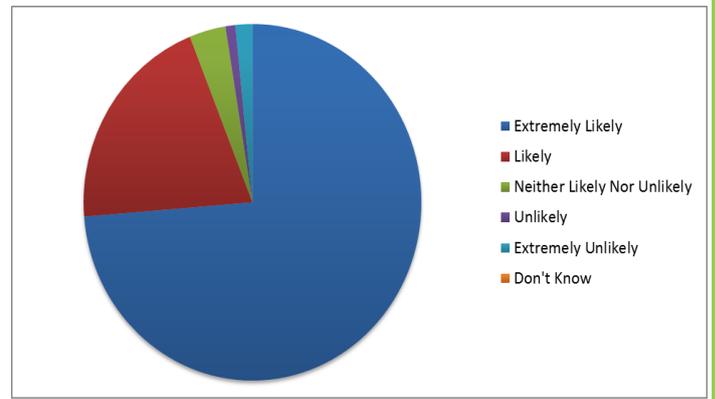
We appreciate this may sometimes be difficult; however, this information is requested so that your doctor can assess the urgency of your problem and provide a suitable appointment or phone call. We try to provide privacy at the Reception desk and our Receptionists are fully trained and adhere to a strict code of confidentiality.

Friends and Family

Thanks to everyone who completed the questionnaire and took the time to give us specific feedback.

We are delighted that a very high percentage of patients would recommend us to family and friends.

Here are the results for September, we had 430 responses.



Giving us your Feedback

We welcome feedback and constructive criticism. We work in challenging times and accept we cannot get everything right all of the time and we cannot improve without your feedback. However personal criticism of individual staff and doctors on internet forums is hurtful and damaging to the dr-patient relationship. If you are unhappy, please instead speak directly to your doctor, or address any concerns to our Practice Manager who will take them up on your behalf.

Car Parking

We all know this is difficult!



We would love to provide extra parking space but this is not possible. Our priority is to provide safe parking for the elderly and disabled and access for emergency vehicles. Please walk or park elsewhere if you are able and leave plenty of time for your journey. Please avoid the newly painted DO NOT PARK areas, these are necessary to provide emergency vehicle access, and lastly, please DON'T use Balmore Park as parking for your shopping or train journey.

Thank you.

CYPIT (Children and Young People's Integrated Therapies)

Is a new service set up in Berkshire to work with children up to the age of 19 and their families.

CYPIT provides access to therapists specialising in Physiotherapy, Occupational Therapy, Speech and Language therapy and dietetics.

They can be contacted via the Health Hub on 0300 365 1234. You will be put through to a dedicated advice line; these are open Monday 8.30 am until 12.30 pm, Wednesday 1 pm until 5 pm and Friday 8.30 am until 12.30 pm.

Online toolkits offering information and education are also available.

Reading Half Marathon

We are aiming to enter a Balmore Park team for the 2017 Reading Half Marathon. If you enjoy running and like a challenge, come and join us. Email your interest to administration.balmorepark@nhs.net

The Balmore Park Walking Group

We are very proud of our walking group which has been running successfully for many years and is a great way to get exercise and make friends. The group meet on a Monday morning at 10.30 outside the surgery in all weathers. All standards of fitness are welcome.

Ask at reception or see the notice board for further details.



Balmore Park is working hard for you!

In September we:

- Welcomed **272** new patients
- Provided **6313** appointments and visits
- Issued **3839** repeat prescriptions
- Received **3168** documents
- Processed **2566** results
- **287** patients did not attend their appointments, please let us know in good time if you cannot attend so that your appointment is not wasted.