

Ash Tree House



Dr Brown, Dr Franklin, Dr Chavali, Dr Zengeni,

Welcome to our new Ash Tree House Newsletter. We will be publishing the Newsletter on our website for you to download and find out lots of relevant information about the surgery and other initiatives and schemes from the NHS.

Facebook

Did you know we have a Facebook account? Simply log on to Facebook, search “Ash Tree House Surgery”, and like our page. We regularly post interesting and relevant information to the page regarding health issues but also community involvement.

Calling our Armed Forces?

Have you ever served in one of our Armed Forces? Did you know you are entitled to receive priority treatment should you require it now and in the future. Simply call Reception and let us know that you have served and we will update your records accordingly. Next time you call to make an appointment let Reception know you're a military veteran no more questions will be asked.

Another successful PPG walk...

On Wednesday 14th June, our walkers were joined by Barbara Rimmer from Lancashire care Desmond team for the PPG walk. They enjoyed discussions on many topics, including health / T2D the benefits of Health Walks and Desmond information; we think this complemented the Diabetes Week theme of Know Diabetes Fight Diabetes. It's also a great way to meet new people whilst providing health benefits. It is a great start to further our partnerships working to support people to Live Well generally in our community.

Repeat Prescriptions

Did you know that you can manage your repeat prescriptions online, book and cancel appointments and have access to test results and some care history by registering for Patient Access? Simply pop into the surgery with photographic identification and sign up to patient access today.

The designated prescription line is open **10am-2pm** and **4pm-5pm** on **01772 686602**

Diabetes Week!

Monday 12th June marked the beginning of Diabetes Week – Know Diabetes... Fight Diabetes.

Many of you may not know what diabetes is; there are two kinds – Type 1 and Type 2. Type 1 Diabetes means the patient's pancreas is no longer producing enough (or any) insulin – the hormone which regulates the amount of sugar in our bodies. Patients with Type 1 Diabetes have to control their blood sugars by injecting themselves with insulin and testing their blood regularly. Type 2 Diabetes means that the body cannot regulate the sugar in the blood sufficiently and so patients need to control their diet very carefully and often take additional medication.

Diabetes is a condition, which at present, doesn't have a cure – if you are diagnosed with Diabetes, you will have diabetes for life. But we can provide the support to help patients manage their condition.

More and more people are being diagnosed with diabetes – you may know someone who has diabetes.

Practice & Staff News

Last week we welcomed **Dr Lake** to the team of GP's at Ash Tree House.

We are thrilled that he has joined us and can't wait for you to meet him!

Also a warm welcome to our new administrators

Farzana & Amie

Can't make it... Don't need it...

Cancel it!

We understand it can sometimes be difficult to arrange a convenient appointment around your busy lives. At Ash Tree House we do our absolute best to offer as many appointments as possible with 10,732 patients ensuring everyone gets the care that they need in a timely manner.

Every month we track the number of appointments that patient's do not attend. Unfortunately, in May, there were 103 appointments with non-attendance. These were made up of 12 GP appointments and 91 Nurse appointments.

I'm sure you will agree this is a frustrating statistic – whilst we recognise that sometimes non-attendance is unavoidable, we would ask that if you know you are unable to make an appointment or no longer need it, please ring Reception and cancel your appointment so that others may benefit from it.

Patients who frequently do not attend appointments may be contacted by the Practice and removed from the practice list.