



# PARKSIDE SURGERY NEWSLETTER

## JULY/AUGUST 2019

**STARTERS ☺** Drs Bisht and Mbagwu will be joining us for 4 months and Dr Akinbamijo for 12 months from 7.8.19 as part of their GP training.

We are pleased to welcome Crystal Gregory who joins us on 8th July for one year whilst she undertakes her Business Admin Apprenticeship and Palak Shah who joins us on 22nd July as a Medical Records Summariser

### HEALTH AWARENESS FOR JULY/AUGUST



If you enjoy getting out of the house and eating outdoors then July is the month for you, as the whole of July is **NATIONAL PICNIC MONTH!**



There's something about the summer weather that brings out the relaxed hippy in us all, and what better way to wind down after a busy day/week at work than to slip on your sandals, pack up your picnic basket and head to the outdoors with your nearest and dearest. So get yourself outside this National Picnic Month, and with a whole month of celebrating ahead of you the culinary possibilities are Gastronomical! (Pun very much intended)



**TALK TO US** is our annual awareness-raising campaign.

Samaritans are challenging the UK to become better listeners by sharing expert tips on how to be a better listener. Throughout July, Samaritans branches are also holding events throughout the UK and Ireland to raise awareness of the services they offer in their local communities. Visit your local branch website to see what they're doing during Talk To Us.



**PSORIASIS AWARENESS MONTH** is held in August and is used as an opportunity to educate and inform sufferers on a range of topics varying from treatment, causes, triggers and management of the inflammatory and often irritating disease. The cause of psoriasis is still unknown but specialist do know that it is largely affected by the immune system and genetics. The National Psoriasis Foundation website has lots of useful information to guide you in finding ways to manage the symptoms successfully.



**NATIONAL ROAD VICTIMS MONTH** is held annually in August to remember people that have been killed or injured on our roads and also to raise awareness to make our roads safer.

Get involved in the subject at #NationalRoadVictimsMonth. RoadPeace hold events during August in memorial to those lost in road crashes—visit their website [www.roadpeace.org](http://www.roadpeace.org) to find out more.



### BANK HOLIDAY CLOSURES

Parkside Surgery will be closed on **Monday 26th August**

If you need medical assistance please ring 111.  
If you would like a routine appointment when the surgery is closed you can book into the extended access clinic—see details on page 4

### 🚗 CAR PARKING 🚗

The car park is used by all visitors to the Health Centre – please use when attending appointments/visiting the centre **only**

## STAFF TRAINING 2019

We will be closed from 1.30 pm on: -

17 July **18 Sept** 16 Oct **20 Nov** 18 Dec

**Please ring 111 if you need medical advice after 1.30pm on these dates.**

**PERSONAL DATA** - Where we hold email addresses and mobile telephone numbers for patients we will only use them to send information regarding appointments, reviews or your medical conditions.

If you decide that you do not wish to receive sms texts or emails from the practice please contact us and we will make the necessary amendments to your records.

## APPOINTMENT ATTENDANCE

During March/April **7437** appointments were made with a member of the clinical team.

**97.5%** of patients attended the appointment they had booked.

Please help us to offer a better service by cancelling any appointments you are unable to attend so that someone else can benefit from them.

## FRIENDS AND FAMILY TEST

16 patients filled in the friends and family test during May/June when asked how likely they would be to recommend the surgery to family or friends some of the responses were:-

Extremely likely (11) Likely (1) Unlikely (1) Extremely unlikely (3)

I have usually been able to get an appointment when required, but some receptionists are better than others in being flexible/ going the extra mile.

Your appointment service is dreadful. A two week wait for an appointment!! You should be ashamed *(If you need a routine appointment then we do not feel that two weeks is unacceptable, especially if you are waiting for a specific doctor. However, if you need to see someone more urgently we would always try to fit you in sooner although this may not be at your preferred time or with the clinician of your choice)*

No I feel the surgery has rapidly declined in the last 12 months! Poor patient care and with zero empathy and bedside manner! *(Please contact us with any specific issues and we will try to help)*

Excellent staff and receptionists. DR HENRIK is very supportive with my daughter

No. Too many new doctors who then leave. you have to wonder why so many are leaving *(As a training practice some doctors are with us for a 4 month period and then move on to the next part of their training)*

There is a short questionnaire you can complete either on our website [www.parksidesurgery.co.uk](http://www.parksidesurgery.co.uk) or by asking at reception for a card to complete. If you choose to fill in a card there is a box on reception where you can put the completed card.

## HEATWAVE: HOW TO COPE IN HOT WEATHER INFORMATION TAKEN FROM NHS CHOICES

Most of us welcome hot weather, but when it's too hot for too long there are health risks. When a heatwave hits make sure the hot weather doesn't harm you or anyone you know.

### WHY IS A HEATWAVE A PROBLEM?

The main risks posed by a heatwave are:

- ⊗ Dehydration (not having enough water)
- ⊗ Overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- ⊗ Heat exhaustion and heatstroke



### TIPS FOR COPING IN HOT WEATHER

- ⊗ Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
- ⊗ Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- ⊗ Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- ⊗ Have cool baths or showers, and splash yourself with cool water.
- ⊗ Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- ⊗ Listen to alerts on the radio, TV and social media about keeping cool.
- ⊗ Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- ⊗ Identify the coolest room in the house so you know where to go to keep cool.
- ⊗ Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
- ⊗ Check up on friends, relatives and neighbours who may be less able to look after themselves.

If you're worried about yourself or a vulnerable neighbour, friend or relative, you can contact the local environmental health office at your local authority.

Environmental health workers can visit a home to inspect it for hazards to health, including excess heat. Visit GOV.UK to find your local authority.

### HOW DO I KNOW IF SOMEONE NEEDS HELP?

Seek help from a GP or contact NHS 111 if someone is feeling unwell and shows symptoms of:

- ⊗ breathlessness
- ⊗ chest pain
- ⊗ confusion
- ⊗ intense thirst
- ⊗ weakness
- ⊗ dizziness
- ⊗ cramps which get worse or don't go away



Get the person somewhere cool to rest. Give them plenty of fluids to drink. Find out about the symptoms of heat exhaustion at <https://www.nhs.uk/conditions/heat-exhaustion-heatstroke/>

## → TRAVEL VACCINATION INFORMATION →

As thoughts now turn to holidays please remember we only provide the following NHS vaccinations to our patients who are planning a trip abroad :-

**Diphtheria/polio/tetanus \* Typhoid \* Hepatitis A \* Cholera**

These vaccines are usually free because they protect against disease thought to represent the greatest risk to public health if they are brought into the country.

If you require any other travel vaccinations not listed above please contact a travel clinic to discuss these —details can be found online.

We are unable to offer advice on which travel vaccinations are required for travel. This information can be sourced from either the internet or your travel agent. When you know which NHS vaccinations you require we will be happy to advise you of your immunisation status and book you an appointment.

Please ensure that you arrange your appointment at least **8 weeks** prior to travel for any vaccinations you require. If you do not give enough notice we cannot guarantee that we will be able to offer you an appointment within the appropriate timeframe for the vaccination to be effective.

## AMBER VALLEY HEALTH

### Who are Amber Valley Health?

Amber Valley Health is a group of practices, including Parkside Surgery, working together to provide extra healthcare services,



### What do Amber Valley Health do?

Amber Valley Health provides a hub for extended access appointments with a GP, an Advanced Nurse Practitioner or a Practice Nurse at Church Farm Primary Care Centre in Ripley

Appointments are available every weekday evening and on Saturday and Sunday mornings. These appointments are pre-bookable only by ringing your own surgery.

Currently opening hours are from 18.15 to 20.00 Monday to Friday, from 08.45 to 11.45 every Saturday and Sunday and 08.30—10.30 on Bank Holidays

## PARKSIDE PATIENT PARTICIPATION GROUP



**Who are we?** We are a small group of patients who meet 6 times/year to help the practice and the patients.

**What do we do?** We hold coffee mornings where patients can come and chat to us.

**What don't we do?** We don't get involved in medical matters or discuss our own, family or friends medical problems

We would welcome new members of all ages who feel they could help. Our planned next meeting is on 23 July at 6pm

**Please contact Janet on 0772 962 4374 or Judith on 01773 835597 for more information or via email @ [ppgparkside@gmail.com](mailto:ppgparkside@gmail.com)**