

COUNTRY PARK PRACTICE

NEWSLETTER

SUMMER 2018

Welcome to the Summer edition of our Newsletter. We hope you find it useful and interesting. Please let us know if there are any items you would like included, and this will be considered.

Practice News

STAFF NEWS

- Dr Noman is our new Registrar he started with us on the 1st August and will be with Country Park for a year.
- We welcome Lucie as our new Receptionist working mornings.
- The Practice will be changing Computer systems on 13th November 2018 – please look out for further information.

GP HUBS

There are three 'GP Hubs' across the borough to treat children and adults with urgent care needs. The new 'Hubs' are open for longer hours every day, and offer more services to treat both minor injuries and minor illnesses.

People should call NHS 111 for an assessment to book an urgent appointment at a GP Hub. The hubs also offer walk-in services, but the NHS is encouraging people to 'phone before you go' to make sure they access the most appropriate service for them.

NHS 111 is staffed by highly-trained health advisors to direct people to the best medical care depending on their symptoms – including the GP Hubs where appropriate. NHS 111 is available 24 hours a day and is free to call from landlines or mobiles. Appointments at any of the new GP Hubs will be available to people living and working in Croydon if they are unable to get an appointment with their own GP for urgent issues

NHS'S 70TH BIRTHDAY

On Thursday 5th July the NHS turned 70. The birthday was an opportunity to say a special thank you to all the staff and volunteers, and to recognise their hard work and commitment. It was also an opportunity to: look back over the last 70 years and recognise the NHS's key milestones and achievements; outline our plans for the future including new technology and other innovations; and, to have a conversation about the challenges we face.

HEATWAVE – PRECAUTIONS

Below are some tips which you may find useful during the 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, sun cream 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.**

COUNTRY PARK PRACTICE COMMUNITY FAYRE

SATURDAY OCTOBER 6th 2018

We are repeating our Community Fayre Morning in conjunction with the Flu vaccination morning which opens at 9a.m. until midday. There will again be a variety of stalls offering advice and information on local services for support, health and well-being.

PATIENT ON LINE SERVICES AND THE I LOVE MY GP APP

If you would like to book your appointments on line you are able to do this in 2 ways.

Patient on line services (POS), a form is available at reception or by downloading the I love my GP app at www.mygp.io/app. With both services you are able to book and cancel appointments and with POS you can order your prescriptions. Please speak to reception if you have any questions regarding either service.

FLU SEASON

Flu vaccinations will be in stock from the end of September and the practice will be contacting eligible patients to invite them in.

Include Sat 6/10 flu clinic and Community Fayre

Woodside / Shirley GP. POP-IN

August 2018

On Tuesday 13th February 2018 the Woodside/ Shirley Pop-in opened its doors to welcome its first visitors to this new & exciting project set up by Jane & Vicky the Practice Managers from Country Park Practice & Portland Road Practice. With coffee, tea & cakes all round we were introduced to the staff, who had put many hours into the planning & organizing and told us their plans. The aim of their Pop-in is to provide a morning of activities, fun & friendship to improve health & well-being. It has now been going for 6 months and has certainly met its aim. Tuesday mornings at Ashburton Hall are buzzing with chatter & a hive of activities.

Some of the activities & entertainments Art & Craft Chair Yoga Line Dancing Qi Qong Theatre Group Singers Drummers Well-Being & fitness exercises An outing to Coombe Gardens. **A community Fun Day with over 300 visitors enjoying a variety of activities & food.**



Comments from the Pop-in visitors.

Really friendly & inclusive. Always a variety of activities & well-being activities & refreshments. **Angela & Carol.**

Always someone to talk to. I have been here since it opened. I love it, its somewhere special to get up for & to go to. **Gloria.**

Very good Pop-in & excellent for people on their own.

Most people just love to meet up.

Brilliant.

Very good idea. Everyone is friendly & getting well.

It's lovely to see people smiling & joining in the fun. The staff are all lovely. You never feel that you are on your own. **Jacinta**

Everyone would like to say a very big thank you to Diane & Jane from Country Park Practice & all the staff from both Practices who not only put in a great deal of time for this project but also create a friendly environment where everyone feels valued & cared for.

**Woodside/Shirley
GP Pop-In**

Aiming To Improve Your
Health and Well-Being

Everybody Welcome

Please join us for
refreshments, conversation,
information sharing and
hopefully some fun, in a
sociable environment.

At Ashburton Hall - Ashburton Park
(Formerly the Library)

Every Tuesday 10:00a.m. - 12:00 noon starting from 6th
February

For more info call Bev: 0208 662 1233 (Portland Medical
Centre) or Di: 02037640664 (Country Park)

Don't just go to A&E...

You could get quicker treatment closer to home

- Country Park Practice – 020 3 764 0664
- Emergency Dental Service (Croydent) – 0845 000 4567
- Emergency Contraception – 020 8714 2861
- NHS out of hours number – 111
- The local pharmacies can treat minor ailments
- NHS direct – www.nhsdirect.nhs.uk

NON ATTENDANCE FOR APPOINTMENTS

The Practice DNA rate (Did Not Attend for an appointment) is increasing. The number of people who did not attend their appointment in July was

167

Every month, many hours of doctor and nurse appointments are wasted simply because patients have failed to turn up or cancel in advance.

Please, please, contact the surgery if you are unable to attend for your appointment – this will then be used for another patient. If you do not receive text reminders please notify reception.

A reminder if you are more than 10 minutes late for an appointment the receptionist will ask you to book for a later date.