**COUNTRY PARK PRACTICE  
PPG Newsletter  
 January 2020**

A new year and a new decade. We wish a Happy new year to all

**PRACTICE NEWS**

**Staff News**

**Doctor link**

The Practice has now starting to introduce Doctorlink is a new online service and FREE app to help you check your symptoms and guide you towards the right care, whether its booking an appointment with your GP, directing you to your nearest pharmacy or advising on home care. Its available 24/7 and you’ll always stay registered with your NHSGP. For more information search SWL Doctorlink.

**New Receptionists**

Welcome to Marianna and Loveluck our new receptionists.

**Self-Check in.**

The new self-check-in service is up and running at the Country Park Practice. It is very easy to use.  
Enter your date of birth and the first letter of your surname, then follow the on-screen instructions.

**Website**

The Practice now has a new website – https://www.countryparkpractice.nhs.uk

**Comments from Hari, regular Pop-In attendee**

Pop-In is the best thing ever to happen for pensioners and older people, some of whom are very isolated. It gives them a chance to get together over coffee & tea and socialise; also get involved in gentle physical activity and enjoy some entertainment.

The whole atmosphere is lively, social and full of happy faces, looking forward to the morning. ☺

More and more people are attending, which shows how successful Pop-In is.

**News From The Pop-In**

The GP Pop-in celebrates it second birthday in February. This successful and popular morning which provides a variety of activities is a happy, friendly meeting place for all.

**DAY: Tuesday Mornings**

**TIME: 10am to 12am**

**PLACE: Ashburton Hall** –in Ashburton Park

**PPG NEWS**

**The next few months see more celebrations which will be celebrated amongst our community.** January 13th Lohri Punjab  
 25th Chinese New Year - January 25 Chinese New Year – Year of the Rat  
 25th Burns night – Scottish Tradition  
February 2nd Candlemas - Christian  
 15th Parinirvana Day – celebrating Buddha’s Life.   
 26th Shrove Tuesday – Pancake Day  
 27th Ash Wednesday- Start of Lent  
March 1st Start of meteorological Spring  
 1st St David’s Day   
 9th Holi- Hindu Spring Festival  
 9th/10th Purim – Jewish Festival.  
 17th St Patricks Day  
 20th start of astronomical Spring  
 22nd Mothering Sunday  
 29th British Summer Time

**CHRISTMAS TREE FESTIVAL**Amongst the many decorated Christmas trees at St Matthew’s Church in December were two from the Country Park Practice. One was decorated with pictures from new and old Christmas films which took many of us way down memory lane. One was decorated with the ingredients which make many traditional celebration cakes and showing the many countries which provide these ingredients for us.

**COMMUNITY FAYRE**The 2019 Community Fayre for the Country Park Practice took place in conjunction with the Flu clinic. It was well attended. Many of our local groups who give support in the community came along to give advice and information on the services which they offer.

**COUGHS & COLDS**

**Coughs & colds season is here again. The following information is from the NHS. More detailed information & advice can be found on the NHS website.**

A cold is a virus & cannot be treated with antibiotics. It usually lasts for 2 to 3 weeks.   
**The flu vaccine helps prevent flu but not colds.**

**Self-check for cold symptoms.**

\*a blocked or runny nose  
\* a sore throat  
\* headaches  
\* muscle aches  
\*coughs   
\* sneezing  
\* raised temperature  
  
**Treat your cold yourself.**

\* rest & sleep  
\* keep warm  
\* drink plenty of water/squash/diluted fruit juice to avoid dehydration  
\* gargle salt water to avoid a sore throat

**Your Pharmacist will help with advice & cold medicines.**

\* You can relieve a blocked nose with decongestant sprays or tablets.  
\* Ease aches or lower a temperature with painkillers – check with the Pharmacist.  
 **The best ways to avoid catching a cold are:**

\* wash hands with soap & warm water  
\* not touching your eyes or nose in case you have come into contact with the virus  
\* not sharing a towel or other household items with someone who has a cold  
\* eat balanced meals & stay fit & healthy.

**Interview with Diane Rose**

**Phlebotomist**



**What made you decide to train as a Phlebotomist ?**

I was always interested in learning an additional skill – I now undertake this role in the morning as well as being a Receptionist – this has given an even more varied day.

**What do you enjoy most about your work**

Helping people and the variety – no day is the same

**What styles of music do you enjoy listening to ?**

Motown

**Who has been or is your role model and why?**

For my training as a Phlebotomist Amy-Jane Cooper (Practice Nurse) – she is always helpful, and nothing is too much trouble.

**Don’t just go to A&E...**

You could get quicker treatment closer to home

* Country Park Practice 020 3 764 0664
* Minor Injuries unit, Parkway Health Centre, New Addington, CR0 0JA
* Emergency Dental Service (Croydon) – 0845 000 4567
* Emergency Contraception – 020 8714 2861
* NHS in and out of hours number – 111
* GP Hubs
* Central Croydon – East Croydon Medical Centre – (next Door) 2 Brickwood Road
* GP Hub – Purley- Purley War Memorial Hospital
* GP Hub – Parkway – Parkway Health Centre
* Urgent Care Centre – Emergency Department, CUH

###### NON ATTENDANCE FOR APPOINTMENTS

The Practice DNA rate (Did Not Attend for an appointment) is increasing.

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.**

**www.countryparkpractice.co.uk**