



SPRING 2016

HAWTHORN MEDICAL PRACTICE

PATIENT NEWSLETTER

Welcome!

We hope you enjoy our first newsletter. Our newsletter will be produced quarterly providing news, updates and general information we think you may find of benefit or interest to you.

STAFF CHANGES

We have recently made some changes to our Management Team and are pleased to introduce Eloise Humphries as our new Reception Manager. Eloise has strong ties with the NHS and has previously worked in a very busy Medical Practice. She will be assisted by our new Deputy Reception Manager- Kelly Blease. Kelly is already an established and key member of our Reception Team, having worked at Hawthorn for 8 years.

In addition, Zoe Ward has now moved into the position of Systems Manager. Part of Zoe's role is to look at our DNA statistics (did not attend) and to look at ways these could be improved so that people struggling for appointments can be helped. Zoe's role will also look at a variety of our in-house systems, the website and all areas where we can improve our patient experience.

NURSE JO HANNAH

Congratulations to Jo who has recently passed her examinations and is now our Nurse Practitioner (NP). Nurse Practitioners have clinical training which exceeds that necessary to become a Registered Nurse and are able to perform functions beyond a Registered Nurse, such as prescribing medication, ordering diagnostic testing, and providing diagnoses for acute and chronic conditions.

Annual reviews carried out by Nurse Jo in the past will now be done by **Nurses Marian Razik and Polly Butler**. Nurse Polly is our Diabetes specialist and Nurse Marian is an expert in respiratory disease and is currently enhancing her diabetes knowledge.

PATIENT PARTICIPATION GROUP

We are seeking patients who would like to join our Patient Participation Group (PPG). What is a PPG? It is a group made up of volunteer patients who meet at intervals to discuss the work of the Practice. The aims of the group are defined by its members. They aim to feed back patient views and suggestions for improving, changing and developing patient services provided by the Practice. What it does not do is interfere with the management of the Practice, it does not discuss matters of a personal nature or have access to personal files. It is essentially a bridge between the Practice and Patients, working together for the good of all. Please ask at Reception for an application form.

Summary Care Record

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. You can choose to have a Summary Care Record or you can choose to opt out. Further information can be read in a patient leaflet found on the internet at <http://systems.hscic.gov.uk/scr/library/patientleaf.pdf> or ask at Reception for further details.

What is the Friends and Family Test?

- The Friends and Family Test is a survey that asks patients if they would recommend the NHS services they have experienced to friends and family members
- All you have to do is ask to complete the Friends and Family Test in NHS hospitals, GP practices and dental practices.
- The Friends and Family Test gives every patient the opportunity to have their say on the care and treatment they have received from the NHS
- It is a quick and anonymous way to give your views after receiving care or treatment across the NHS
- Your feedback goes straight to the people who have provided the service
- It makes a difference: it tells healthcare providers what they can do better so improvements can be made
- It has also provided a well-deserved morale boost for hard-working NHS staff
- The Friends and Family Test is not a traditional survey. It is a different kind of feedback tool that healthcare providers and commissioners can use to gain insight into patients' views so that they can make sure services meet the needs of local people
- The NHS Friends and Family Test is anonymous so comments are not traced back to individuals

For more information on the Friends and Family Test, please visit the website

www.nhs.uk/friendsandfamily

**Mental health is a
sickness just like
diabetes, heart
problems, eye
problems, we all need
help.**

Bettie Jordan

QUOTEHD.COM

THE BENEFITS OF EXERCISE

It can reduce the risk of heart attacks and/or stroke

Improves the memory

Regular exercise can help reduce the risk of high blood pressure

Up to a 50% lower risk of Type 2 Diabetes

Prompts growth of new nerve cells and blood vessels

Exercise is the most effective way of improving your mental health

Exercise can be as simple as a brisk power walk – fresh air is free!! For the more energetic dance exercises, swimming or visit to the gym.

Why should antibiotics not be used to treat coughs and colds?

All colds and most coughs and sore throats are caused by viruses. Antibiotics do not work against such infections, such as colds, caused by viruses. Viral infections are much more common than bacterial infections.

What are antibiotics?

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works. The more often we use an antibiotic, the more likely it is that bacteria will become resistant to it.