

Willenhall Primary Care Centre -



SURGERY NEWSLETTER

MAY 2019

Why a telephone consultation?



Much of what you may want from your doctor doesn't require you to be at the surgery - a phone call from your doctor can save Time all year round.

Phone consultations therefore ensure that face to face meetings are more efficient and effective, and the doctor can arrange for people with urgent problems to be given priority.

Please keep your phone to hand, it's time consuming ringing patients and leaving messages – we want to avoid missed calls. Be aware that the doctor will go through the phone calls in order of medical priority, so you will be told 'morning' or 'afternoon' rather than a specific time. If there is a better time (e.g. coffee break) or less convenient (e.g. school run) please tell the receptionist.

Are you a carer?

Do you look after someone - young or old? If there is someone who relies on you for physical, practical or emotional support, then you are a carer. We know that this is a stressful responsibility!

We like to identify carers so that we can provide extra support in recognition of the role you have on top of your ordinary life.

Please tell the staff at the front desk and the information will be put on your notes.

You may find the following web link to our local Carers Trust helpful:

<https://www.carerstrusthofs.org.uk/>

Online Services/NHS App



Most of our patients are unaware they can register for our online services where you can book a phone consultation, change your contact details, order your prescriptions directly and soon you will be able to check your results too!

This service has so many benefits to register yourself today please speak to reception to get your details for patient access online or download NHS App on your phone today!

COMMUNICATION



Please can all patients update their personal information with the surgery as it is important for us to be able to contact patients whether this is over the phone or letter by using correct names.

HIV Testing



When you register with the practice you'll be offered an HIV test. Don't be alarmed! HIV is not uncommon in

Coventry and it is simple to treat these days - provided it has been diagnosed.

It's estimated that 1/4 of people with HIV don't know they've got it - so all new patients are offered a test, and people with certain illnesses will be tested as part of routine 'workup'.

All pregnant women are offered (and nearly all accept) an HIV test, but men and older people miss out. This is wrong.

HIV is no longer a death sentence. Diagnosing and starting treatment early means you can expect a normal life and lifespan with far fewer health complications than, for example, diabetes.

Treatment for HIV usually involves taking one tablet a day and hugely reduces the chance of your passing it on to others.

Take Control of your Diabetes!

Do you want to know more about Type 2 Diabetes and how you can improve your diabetes control through diet and lifestyle?

We would like to invite you to a Type 2 Diabetes Information session, to be held here in Willenhall.

At the session we will discuss what Type 2 Diabetes is, and how diet and lifestyle changes can help you control your diabetes. We will also talk about the latest research into diet and Type 2 Diabetes remission. If you would like help with making lifestyle changes, you will be able to book an appointment to see a Diabetes Dietician at the surgery at a future date.

The session is for patients of Willenhall Primary Care Centre 1 who have Type 2 Diabetes, but you are welcome to bring a family member or friend with you. Please call the surgery on 024 7630 2082 for further information.



Did you know that...

Your surgery

Has a Patient Participation Group? (PPG)

The purpose of the group is to involve patients in making improvements to the surgery.

If you are interested in joining the group and having your voice heard, please speak to Jennie on reception.



Talk to someone!

Are you feeling low, depressed, and anxious or just generally need to talk to someone?

We have a service offered to our patients on a Friday afternoon with a member of staff from MIND. MIND is a mental health charity who provides advice and support to empower anyone experiencing a mental health problem.

Don't bottle up your feelings book in with reception today and speak your MIND.



Your local Pharmacist

Pharmacists are experts in the use of medicines and can diagnose and offer treatment for a range of minor illnesses and ailments immediately, without the need to make an appointment.

They can give advice, or where appropriate, medicines that can help to clear up the problem and offer a range of branded or non-branded medicines.

If you have any questions about the differences between these products, they will be happy to explain. Instead of booking an appointment with the Practice, you can usually see your local pharmacist any time by just walking in.



**DON'T SWALLOW
UP YOUR NHS**

Drugs like paracetamol can cost up to three times more on prescription than from a supermarket. Please, buy them over the counter for pennies instead.

Our contact information

Email – crccg.wpcc1coventry@nhs.net

Telephone - 02476 302082

Website - willenhallprimarycarecentre.nhs.uk

FREE NHS HEALTH CHECK

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as:

- Heart disease
- Diabetes
- Kidney disease
- Stroke

You should have a health check every 5 years if you're aged 40 to 74 and you have not had a stroke, or you do not have heart disease, diabetes or kidney disease. An NHS Health Check takes about 20-30 minutes.

The health professional – often a nurse or healthcare assistant – will ask you some simple questions about your lifestyle and family history, measure your height and weight, and take your blood pressure and do a blood test – often using a small finger prick test.

If you're not sure if you're eligible for an NHS Health Check and would like one, or if you are eligible but haven't had an NHS Health Check in the last 5 years, ask your surgery for an appointment now.



CERVICAL SCREENING

Please do not ignore your cervical screening invitations!

Each day 2 women lose their lives to this disease, with further diagnoses every day. 75% of cervical cancers can be prevented by attending your cervical screening appointment when invited

If you do not wish to have this done and want to opt out please speak to the nurse. Please bear in mind all screenings are completed by **FEMALE** Nurses/Dr's. If you're 25 or over and haven't had yours yet book in **NOW!**

YOUR NHS & WHAT IT COSTS

(www.nhs.uk)



Did you know that it can cost **your NHS** approximately...

- £247 to call out an Ambulance
- £124 for a single visit to A&E
- £32 for an appointment with your GP
- £16 to call NHS 111
- £0.46 to click onto NHS Choices website



STOP
THINK
CHOOSE

HELP US, HELP YOU!
STOP, THINK & CHOOSE WELL