

The High Street Practice Newsletter

Our Service:

- Asthma Clinic
- Child Health and vaccinations
- Diabetic Clinic
- Ante/Post Natal Clinic
- Midwife
- Minor Surgery
- Well person checks
- Family Planning and contraception
- Menopause and HRT
- Wound Care & Stitch removal
- Travel advice and vaccinations
- Dietician
- Counselors
- Community Case worker
- Community pediatric Matron
- NHS Health Checks
- Minor Ailments Scheme

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New Members of Staff

We would like to welcome three new members of staff to our team.

Dr Ibtihal Hussein, who is joining our team as a part time salaried GP and will be working Wednesday Mornings; Thursday Mornings & Afternoons and Friday Mornings & Afternoons.

Sally Matthews & Ajit Binopal are two new faces that you will see at reception.

We Are on the Web
www.highstreetpractice.com

Flu & Swine Flu

As winter is fast approaching that means the Flu Season is upon us.

You are eligible for the flu vaccine if you:

- * Are Aged 65+
- * Are Diabetic
- * Have COPD / Asthma
- * Have Chronic Heart / Renal / Liver Disease
- * Are Immunosuppressed
- * Have Chronic Neurological Disease/ Stroke/ TIA
- * Are Pregnant
- * Work in Residential/Care home
- * Are a main carer
- * Are a poultry worker

If you would like to be vaccinated contact our reception who will be happy to book you in for an appointment.

If you do not wish to have a flu vaccination this year could you inform us of this.

Childhood Immunisation

If your Child is 5 years and under please make sure that they are up-to date with their immunisations.

If your child has not had all their vaccinations or you are not sure what immunisations they have had please contact the surgery.

Pushchairs & Prams

Due to Health & Safety reasons pushchairs and prams are not allowed inside the Health Centre.

Please ensure you leave these outside. Locks are no longer provided.

Change Of Details

A reminder to all our patients to inform us of any changes to the following details:

- * Your Address
- * Your Telephone
- * Your Forename and/or Surname

It is extremely important to inform us if any of the above details have changed so our records are up-to-date.

Change of address can be done at the surgery or online by visiting our website.

Staying Warm

Being cold can have a significant impact on your health as it can lead to serious health problems such as heart attacks, strokes, pneumonia and depression.

One of the best ways of keeping yourself well during winter is to keep yourself warm.

Follow the tips below to keep warm this winter:

- * Keep your home warm your main living room should be between 18 to 21°C (64-70°F) and the rest of

the house at least 16°C (61°F)

- * Keep curtains drawn and doors closed to block draughts
- * Have regular hot drinks and at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter
- * Wrap up warm inside and out. Wear several light layers of warm clothes (rather than one chunky layer). Don't forget to wear hats, gloves and scarves. If possible stay inside during a cold period if you have heart or respiratory problems

- * Keep as active as possible
- * Look out for family, friends and neighbours who may be vulnerable to cold weather, especially the elderly

**You can Book Appointments
On-Line**

Cold's & Flu

Colds & Flu are caused by viruses. There are more than 200 common cold viruses and three types of flu viruses with many different strains, so they are hard to avoid.

Cold symptoms:

- * Coughing
- * Sneezing
- * Blocked nose
- * Sore throat
- * Runny nose, beginning with clear mucus that develops

Flu Symptoms

- * Sudden Fever of 38-40°C
- * Muscle aches and pains
- * Sweating
- * Feeling exhausted and needing to lie down

- * Dry chesty cough
- * Sneezing

Treatment

Colds and Flu can often be treated without seeing a Doctor. It is advised that you:

- * Rest
- * Eat well
- * Drink Plenty of non alcoholic fluids

If you know or feel that you have a cold or flu you do not necessarily need to book an appointment with the GP. You can collect a minor ailments voucher from reception and take it to a participating pharmacy.

If you are over 65 and/or have a chronic condition (such as diabetes, asthma, heart, liver or kidney disease) or have a child under the age of 5 you should take extra care and seek medical advice.

“Colds and flu are hard to avoid. Take extra care if you are over 65, have children under 5 years old or have a chronic condition”

Annual Diabetic Reviews

If you are diabetic there are many reviews that you should attend each year, such as:

- * Annual Eye screening
- * Annual Feet Checks
- * Annual reviews with the practice nurse.

You may also be asked to go for blood and urine tests.

These reviews help us assess your diabetes control to avoid further health problems and to ensure that you are on the right treatment/ medication.

If you are due for your review with the nurse we will often contact you by phone or letter to make an appointment.

It is your responsibility to make sure you attend the appointment or re-arrange the appointment if you are unable to attend.

If you are unsure as to whether you are due for a review or would like to make an appointment with our nurse, please contact reception



Wrap up warm during the cold winter months.

Zero Tolerance Policy

The title says it all really. Zero tolerance means exactly that! The High Street Practice does not tolerate any form of abuse whatsoever, whether it be verbal, physical or mental. The Staff are here to help in any way they can, but can only do that with your co-operation and not when they are treated as an outlet for frustration.

Should the situation arise where our zero tolerance policy is ignored and someone's behaviour is deemed threatening in any way to staff or indeed other patients then they will be asked to leave immediately. Failure to comply with this instruction will inevitably lead to the police escorting them from the premises.

Abusive patients may even be removed from our list.

Did Not Attend (DNA's)

287 Appointments DNA'd during July & September

These are the number of appointments that were not attended by patients. By not attending or cancelling an appointment in good time, you are letting the appointment go to waste.

If you are wondering why it is difficult to get an appointment this may be one of the reasons.

If you repeatedly fail to attend appointments you may be removed from this practice list and will have to find an alternative Doctor.

Please be considerate of others as these appointments could have been given to someone who was in need of urgent care.

Request Repeat Prescriptions On-Line

ARE YOU INTERESTED IN HAVING YOUR SAY IN HOW YOUR GP PRACTICE IS RUN?

The High Street Practice is looking to set up and run a patient participation group (PPG).

The idea of patient participation groups is to give patients a say in how their GP practice is run.

We are currently looking for patients to become members of the group.

The only requirements are that:

- * You are registered with the practice
- * You are able to give some time to attend meetings (usually once a quarter)
- * You are willing to work with the practice and other patients to improve services.

A time and date will be arranged once a number of people have expressed an interest.

If you are interested in becoming a member please contact Neaha Madhavan the practice Manager.

“Choose & Book gives patients the flexibility to choose a hospital of their choice”

Patient Choice

The way your referrals are made to hospitals has changed.

A system called Choose & Book is being used to refer patients. This gives you the flexibility to choose a hospital of your choice.

Once an appointment is booked or requested, a confirmation of appointment letter will be sent by the hospital and you will also be asked to collect a confirmation letter with your UBRN Num-

ber and Password, which allows you to contact the booking centre direct if you need to change your appointment date or hospital.

In order for us & the hospital to contact you please ensure that we have the correct details on our database.

Please note that some appointments are not available to be booked on Choose & Book, therefore you may not be re-

quested to collect your letter but your referral will still be sent to the hospital and booked in the usual way.

If you would like more information on Choose & Book Please do not hesitate to contact the surgery.



Join the PPG group if you would like to have a say in how your practice is run.

Always Here to help

The High Street Practice
 Yiewsley Health Centre
 20 High Street
 Yiewsley
 UB7 7DP

Phone: 01895 422 292

Fax: 01895 422 134

E-mail: hil-pct.highstreetpractice@nhs.net

Website: www.highstreetpractice.com

The Practice consists of a well established team of caring doctors, nurses and administrative staff.

We aim to provide a high standard of care to our patients with emphasis on healthy lifestyle and disease prevention.

Our Team:

Doctors:
 Dr Patrick Andrews
 Dr Latika Chandra
 Dr Sagar Dhanani
 Dr Ibtihal Hussein

Nurses:
 Heather Moore
 Jo Baxendale
 Rebecca Mandimutsira
 Donna Hunt

Admin Staff:

Practice Manager: Neaha Madhavan
 Medical Secretary: Laura Tyrrell
 Reception Staff: Sue Blake, Janice Jones, Janet Page,
 Sally Matthews, Ajit Binopal

Reception Opening Hours:

Monday 8:30 am—1:00 pm & 2:00 pm—9:00 pm

Tuesday: 8:30 am—1:00 pm & 1:30 pm—6:30pm

Wednesday: 8:30 am—1:00 pm & 1:30 pm—6:30pm

Thursday: 8:30 am—1:00 pm & 1:30 pm—6:30pm

Friday: 8:30 am—1:00 pm & 1:30 pm—6:30pm

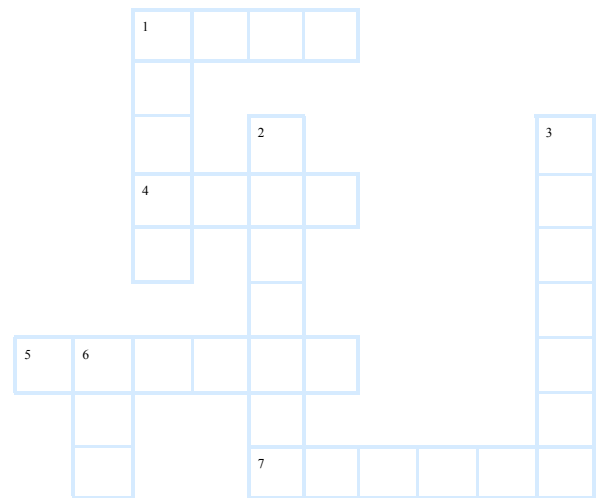
The Telephone Lines are closed between 1:00 pm and 2:00 pm
 Monday to Friday

Puzzles and Games

Sudoku

	7	8	3			4		
5				6				9
9					4	5		8
	1	5		3	9	7	4	
	8	4	5	7		6	1	
1		7	9					6
	3			5				4
		9			7	1	2	

Crossword



Across:

1. Frozen Precipitation that falls in flakes.
4. Precipitation.
5. The coldest season.
7. One of the four divisions of the year

Down:

1. A violent disturbance of the atmosphere, attended by wind, rain, snow, hail or thunder and lightning.
2. Keeps hands warm.
3. Frosty.

Winter
Rain

Storm
Ice

Snowman
Mittens

Season
Snow