

APRIL 2024

News and updates from the CGH GP practice - caring for patients at Gillies, Camrose, Hackwood and Beggarwood surgeries.

INTRODUCTION

Welcome to our patient newsletter. Through the newsletter, we will update you on the latest news and services from our surgeries, and provide you with some health and wellbeing tips.

As the NHS year stretches from April to April, this time of year we look back at our achievements and challenges over the past year and set our goals for the upcoming one.

This year, we have welcomed 5 new GPs, 2 Nurse Practitioners, and 4 Clinical Pharmacists to our team. In addition, our team has grown to include new receptionists, administrators, nurses, healthcare assistants, and physiotherapists, all dedicated to ensuring you receive the care you need. We're offering approximately 16% more appointments than in early 2023.

Providing you with the highest quality care is our passion. We understand that it may be an unsettling time to be an NHS patient, these are challenging times for General Practice and the NHS as a whole. Please be assured, we are dedicated to delivering the excellent service you deserve.

The Spring Covid vaccines will commence shortly. We are starting with care homes and housebound patients. Please wait until you receive an invite for the vaccines.

TEAM UPDATES

We recently welcomed four new GP's, Dr Mukadam, Dr Budhathoki, Dr Hubbard and Dr Jamil into our CGH family. Welcome Dr Mukadam, Dr Budhathoki, Dr Hubbard and Dr Jamil, we're delighted to have you on board!



SPRING - HAYFEVER

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. It is not possible to cure but there are things you can do to help with your symptoms, or medicines you can take to help. Symptoms are usually worse between late March and September, especially when it is warm, humid and windy.

Symptoms of hay fever include:

- Sneezing and coughing
- A runny or blocked nose
- Itchy, red or watery eyes
- Itchy throat, mouth, nose and ears
- Loss of smell
- Pain around the sides of your head and forehead
- Headache
- Feeling tired

Speak to a pharmacist first if you have hay fever symptoms. They can give you advice and suggest the best over the counter treatments to help with your symptoms such as

- Antihistamine drops, tablets or nasal sprays
- Steroid nasal sprays

PATIENT NEWSLETTER

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PPG SELF CARE PAGE

The PPG have created an excellent new self-care page where you can access self-help information on lots of different conditions and situations such as:

- Bereavement support
- Cancer support
- Child health and families
- Dementia
- Disability and mobility
- Exercise
- Fall prevention
- Lung health
- Mental health
- Pain management
- Social prescribing
- Self-referral options



Scan here for the PPG self-care page

HEALTH EVENTS

Following on from the success of our smear, menopause and mental health patient events, we currently planning on a number of health events for across the year. New event details will be added to our website and patients who my benefit the most from these events, will be invited by text message.

Events we are currently planning are around veterans, women's health, men's health and self-care.



FEEDBACK WEEK

We have recently introduced "Feedback Week". This involves dedicating one week each month where the reception team sends out surveys to all patients they speak to, asking about their experience during their call to the practice. If you are sent one of these surveys - please do answer it! We are committed to enhancing your patient experience and your feedback highlights specific areas for improvement.

APRIL IS BOWEL CANCER AWARENESS MONTH

Bowel Cancer is the fourth most common cancer. The earlier that bowel cancer is diagnosed, the more treatable it's likely to be. Which is why this April we are promoting Bowel Cancer Screening to our patients.

It is very important to know the signs and symptoms of Bowel Cancer and to complete your self-test if you are sent one.

The NHS has a free bowel cancer screening programme that is available to everyone aged 60 to 74.

If you are sent one of the self-test kits, please do complete this. It could save your life.

We know that stomach or digestive issues can be embarrassing, but if you have any of the symptoms above or notice a change – please speak with one of our GPs. Please see the infographic about an overview of the main symptoms.

Know the symptoms of bowel cancer

- Bleeding from your bottom
- Blood in your poo
- A change in how often you poo, or regularly having diarrhoea or constipation
- Losing weight but you're not sure why
- Feeling very tired all the time but you're not sure why
- A pain or lump in your tummy

If you have any of these symptoms, it's important to ask your GP for an at-home test as soon as you can.

