

WOODLEA HOUSE SURGERY NEWSLETTER

This issue of the surgery newsletter will be focused on informing our patients of a new service we are offering called Patient Access this is where you will be able to book selected appointments with the clinicians and request your repeat prescriptions on-line. A number of patients have already registered and we urge you to do the same just ask a member of the reception team.

The posters promoting Patient Access are dotted around the surgery to remind you to join up!

Register for **Patient Access** today AT WOODLEA HOUSE SURGERY

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- Free mobile app
- **To register, just ask at reception**



A warm welcome to our two new lady GPs Dr Louise Turner and Dr Philippa Shawyer who have joined us to replace Dr Giddens and Dr Jack.



- Dr Philippa Shawyer MBBS BSc nMRCGP DFRH
Dr Shawyer qualified at University College, London in 2005. She joined the practice in 2014. Her interests include:
 - Women's Health
 - Paediatrics
 - Mental Health
- Dr Louise Turner MBBS FRCA MRCGP DFRH DRCOG
Dr Turner qualified at Kings College, London in 1997. She joined the practice in 2014. Her interest includes:
 - Family Planning
 - Women's Health

March 2014

A Gentle Reminder:

Appointment times

We ask our patients to be reminded that only one problem should be discussed within one consultation where possible. Obviously if there are one or two minor problems rather than one major problem the doctor or nurse will oblige. Please be aware the surgery operates a 10 minute appointment system (some booked procedures require more time of which the patient will be informed at booking).

Patients who did not attend their appointment and did not inform the surgery

Did you know **90** patients failed to turn up for their appointment in the month of January and did not let the surgery know? We understand there could be variety of reasons which we could possibly help you with but you must telephone to let us know as near to 8.30am as possible. We are confident that with a little help from our patient's we can free up more appointments. One of the main topics patients comment on when we conduct our various practice surveys is the lack of available appointments.

The clinical area we would like to focus on this month is Diabetes

What is diabetes?

There are many myths and misconceptions about what diabetes is, so I thought I would give you a few facts to set the record straight.

Diabetes is a condition in which the amount of glucose (sugar) in the blood is too high because the body is unable to use it properly. This is because the body's way of converting glucose into energy is not working as it should.

Normally a hormone called insulin controls the amount of glucose in our blood, this is produced by the pancreas, it works by helping the glucose to enter the cells where it is used as fuel for the body.

We get glucose from the food we eat, either from sweet foods or from the digestion of starchy foods such as bread, rice and potatoes. The liver also produces glucose. After we have eaten the glucose in the blood rises, insulin is then released to do its job. Once the glucose levels falls the level of insulin falls, so basically the insulin regulates our blood glucose levels. The glucose in the body of someone who has diabetes is not regulated properly this is because either there is not enough insulin in the body or because the insulin produced is not working as it should. This causes the liver to release glucose but the body still cannot convert this glucose to energy. This is why people with untreated diabetes often feel tired. The unused glucose passes into the urine which is why people with untreated diabetes pass a lot of urine and feel thirsty

What causes Type 2 diabetes?

Nobody knows for sure but certain factors do increase the risk of developing Type 2 diabetes. These are:

- People from black, south Asian and minority ethnic groups aged over 25 and white people over 40
- People who have a close family member (parent or sibling) with Type 2 diabetes
- People who are overweight or have a waist circumference over the recommended limits 37inches for men, 35.5inches South Asian men, 31.5inches for women.
- People who have high blood pressure, heart disease or have had a heart attack or a stroke
- People who have impaired glucose intolerance or impaired fasting glycaemia
- People who have severe mental health problems
- Women with polycystic ovary syndrome who are overweight
- Women who have high blood glucose levels during pregnancy

March 2014

Type 2 diabetes is NOT caused by:

- Eating sweets or the wrong food-although being overweight does increase your risk
- Stress
- Diabetes is not contagious

What are the symptoms?

- Increased thirst
- Wanting to pass urine frequently
- Extreme tiredness
- Genital itching or re-occurring thrush
- Blurred vision

If you experience these symptoms please book an appointment with myself or one of the Drs.

Karen Barton
Practice Nurse Sister RGN

Next month I will discuss how we treat Type 2 diabetes.

A word of Thanks

Thank you to all our patients who completed our practice survey the results of which can be seen on our website, in the surgery waiting area and are available as a hard copy from the reception staff.

A couple of information requests taken from our survey for your interest:

Q:I'd like the receptionists to have more knowledge on how I access my records should I wish to do so.

A: Receptionists have just had a refresher course

Q: It may be an idea to have a list of all positions within the practice with their relevant roles and responsibilities posted on a wall in the waiting room. This may help when patients have queries and save time by going to the correct individual in the first instance.

A: This information is available in the practice leaflet and on our website; we are considering having photographs taken of all the staff and displaying it in the waiting room.

Q:It may be an idea to have posted in waiting room a list of local chemists and how their systems work with regards to ordering medication etc.

A: This information is available from the reception staff

Don't forget our website for all your surgery information and health advice www.woodlea-house-surgery.co.uk

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If you would like to ask us about any non-clinical, relevant information that you feel would be beneficial for our patients we can include a question and answer section in next month's newsletter please fill use this tear off slip and hand in to the reception staff.

Question:-