

Woodlea House surgery Newsletter

Welcome to our Summer 2016 issue:

Text Reminders

We have for some time issued text messages to remind you of the date and time of your appointment. These are being sent automatically to your mobile phone if we have your mobile phone number.

In addition, we will now be letting you know via text, information on the following:

- Referral letters
- Annual check-ups with the chronic disease nurse
- Clinic reminders i.e. annual flu

If you don't want to receive text reminders, please ring us to let us know.

If, on the other hand, you would like to receive text reminders please ensure that you give us your mobile number.

Friends and family test:

Thank you very much to those of you who have completed our Friends and Family test.

We received the following responses:

Month	Number of responses	% likely to recommend
January	26	84% (4 non responders)
February	10	90% (1 did not know)
March	10	100%
April	12	100%
May	13	84% (2 did not answer)
June	14	71%(2 did not know)

You may leave feedback each time you visit the surgery and we do encourage you to use this method of letting us know how you feel about the service you are using on that day. The Ipad is situated directly in front of you when you enter the surgery, if you have any problems please ask one of the reception staff who will be happy to help you.

The majority of comments were very positive, when patients were not satisfied we did not find anything tangible to improve upon – we do welcome any constructive feedback but have concluded it is hard to respond from the odd disgruntled comment on the iPad so would encourage people to phone or write to the practice manager with any issues as we are very happy to try and improve services for everybody.

Please take time to read our following patient information article which includes information taken directly from medical publications for example the British Medical Journal focusing on some of the facts regarding cancer and what we can all do to help prevention.

Cancer affects everyone – the young and old, the rich and poor, men, women and children – and represents a tremendous burden on patients, families and societies.

Yet, 43% of cancers are estimated to be preventable by modifying lifestyle factors such as not smoking, keeping a healthy weight, being physically active and drinking alcohol in moderation.

Furthermore, if cancer is found, the earlier it is picked up and treated, the higher the chance of cure.

Early detection requires the public and medical profession to work together. Being aware of potential early signs of cancer and presenting early to your GP is of paramount importance in order for your GP to investigate the symptoms appropriately and to rule out possible cancer.

But be reassured that by far the majority of symptoms do not turn out to be cancer. Each GP will see approximately one new cancer a month and yet at least 2-3 patients daily with possible cancer symptoms.

Some of the preventative measures we can all take:

Do not smoke

- Responsible for **90%** of lung cancer.

Strongly associated with

- Cervical
- Prostate
- Colorectal
- Oesophageal cancer
- Cancer Prevention

Take regular exercise and avoid obesity.

Optimal weight i.e. BMI 20 - 25

There is a strong link between obesity and cancer. A proportion of each of the following cancers can be prevented by optimising weight.

- bowel cancer
- breast cancer
- endometrial cancer
- kidney cancer
- oesophageal cancer

Avoid excessive sun exposure.

Protect yourself against the sun.

Particularly important for children.

See your GP if you have a new skin lesion or a change in an existing lesion.

Limit alcohol to

- **21** units per week for **men**.
- **14** units per week for **women**.

Excess alcohol is associated with a number of cancers

Including:

- breast cancer
- mouth and oesophageal cancer
- stomach cancer
- pancreatic cancer
- liver cancer

Participate in cancer screening programmes.

- Cervical smears
- Mammograms
- Bowel Cancer Screening

See your doctor if.....

- you have a persistent **heart burn** for more than 3 weeks
- you have a persistent **cough** for more than 3 weeks
- you have an unexplained **weight loss**

See your GP if you have.....

- bleeding after sex,
- bleeding between periods,
- an offensive vaginal discharge,
- bleeding after the menopause,
- looser stools lasting longer than 3 weeks,
- blood in your stools lasting longer than 3 weeks

See your GP if you have a change in your urinary symptoms such as going more often,

- going more urgently,
- having to get up a lot during the night,
- having blood in your urine.

Carers Support Service

If you are looking after a partner, relative, child, neighbour or friend who is ill, disabled or frail then you are a carer. There is lots of support and workshops for you. Look out on the 'Carers Support' notice board in the surgery or contact the service on 0300 028 8888, or email on info@carerssupportservice.org.uk – they care so you can care.

And finally.....

- Check out the website www.woodleahouse-surgery.co.uk for minor ailment remedies and advice via clinical services then, choose the tab on the right for the 'self-help' page.
- Please remember we are always happy to receive feedback about our services. You can give feedback via the friends and family test on our surgery iPad located in the lobby. We also have a suggestion box which is emptied weekly or why not join our patient participation group which is run virtually so you don't even need to come into the surgery to air your views.

Keep an eye on our website and/or like us on Facebook for updates.

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 our next newsletter, please use this page and hand it in to the reception staff when you next visit the surgery. Alternatively, if you are reading this hard copy in the waiting room, ask the receptionist for pen and paper. Leaving your contact details is optional.

Question:-