



Don't forget that you can book and cancel appointments and order repeat prescriptions online via our secure website. This service is completely secure and will require you to have a user name and password that you will need to collect from our main reception.

COMING SOON...

New look reception area.
We hope to start making some changes to the reception area - updating it and making it a more confidential area



A new telephone system. We hope to have a new digital telephone system installed. This will give us more lines and make contacting the surgery easier. Keep an eye out on the website and in the surgery for further information soon!



IMPORTANT DISCLAIMER: The health and medical information contained within this newsletter or our website is intended solely for the patients of this practice and should never be used as a substitute for seeking advice from your GP.

The Woottons Surgery has prepared the content of this newsletter responsibly and carefully, but disclaims all warranties, express or implied, as the accuracy of the information contained in any of the materials included, on our website, on other linked websites or on subsequent links.



Welcome to the spring 2010 issue of the surgery newsletter. Inside this issue we hope to inform you of some forthcoming improvements that we are planning to the surgery, all of which are aimed at enhancing your experience when contacting the surgery and all as a result of feedback from our patients. So please keep your ideas and suggestions coming, they really do make a difference.

Also included in this newsletter, there is information on the Summary Care Records programme and an update on some of the comments and suggestions that you have previously made to us. We also want to ensure that you are fully aware of some of the services that we now offer and our extended opening hours.

We are hoping to be able to start distributing the newsletter around the area, to make sure that as many of our patients as possible are aware of what is happening at the surgery, and would welcome any volunteers who may be interested in distributing them around their local area while walking in the spring sunshine!

We hope that you find the information within this newsletter interesting, and from all of us here in the surgery team we wish you a wonderful spring. Tim Maslin, Practice Manager

MISSED APPOINTMENTS

Dec 2009	57
Jan 2010	61
Feb 2010	64

Please help us by attending your appointments on time, or by letting us know beforehand if you're not able to attend. If we know in time, we can always offer the appointment to another patient.

DATES FOR YOUR DIARY

The Surgery will be closed:

Monday 3rd May
Monday 31st May



SURGERY OPENING TIMES

Monday to Friday 08:00 to 13:00 and 14:00 to 18:00

Evening GP appointments are available on Mondays (18:30 - 20:00) but are for routine (non emergency) appointments only and **MUST be booked at least 2 days in advance**

FOCUS ON...AUTOGENIC THERAPY

Autogenic Therapy is a 'talking' or psychotherapy. Acquired through a system of self help mental exercises for the mind and body that provides profound relaxation and relief from the negative effects of life's stresses and ailments. Once learned they are a skill for life. These exercises reduce the mind / body state of arousal caused by stress and promote a natural calming, conducive to well-being, along with creative thinking, peace of mind, relaxation and recuperation.

The method is practical, easy to learn and easy to practise.

Following a thorough and confidential assessment, autogenic therapy is **provided free of charge (to registered patients) at the Woottons Surgery** 6.30pm to 8pm on Thursday evenings, in small groups of 6 people, over 5 weekly one hour sessions for stress management, and 9 weekly one and a half hour sessions for physical or psychological health problems. A follow-up session is offered on completion of the training course. The group sessions are conducted in a relaxed and confidential environment and there is no requirement for you to reveal any personal information to other group members. The information you provide at assessment remains confidential between you, your Doctor and your Therapist.

SUMMARY CARE RECORDS

You have probably all by now received in the post information about Summary Care Records (SCRs). This is a new NHS Care Records Service and is to improve the safety and quality of patient care. SCRs will give health-care staff faster, easier access to reliable information about your treatment. This will help NHS staff treating you in an emergency or when you use the Out of Hours services.

If you would like more information about SCRs please contact:

NHS Care Records Service Information Line

on

0845 603 8510

or contact

Norfolk Patient Advice & Liaison Service (PALS) on

0800 587 4132 (this is a freephone number),

Mobile: 07500 990815, E-mail: pals@norfolk.nhs.uk Fax 01603 257299

Or

visit www.nhscarerecords.nhs.uk

Have your say at the local public information session

17th April 2010

Vancouver Shopping Centre, 37 Broad Street

10am-5pm

WWW.WOOTTONSURGERY.CO.UK

THE NHS HEALTH CHECK

The surgery is now involved in the national programme of NHS Health Checks. The aim of these checks is to help a selected group of our patients reduce their risk of developing the debilitating conditions associated with vascular disease.

We know that the risk of developing heart disease, stroke, type 2 diabetes and kidney disease increases with age. The good news is that these conditions can often be prevented - even if you have a history of them in your family.

These diseases each affect the body in different ways but all four conditions are linked by a common set of risk factors. Having one of these diseases can increase our risk of developing another. Some of the risk factors are things we can't change:

- Age,
- Gender
- Ethnicity

But most of these risk factors are things we can change:

- Obesity
- Amount of physical activity
- Diet
- Smoking
- Blood pressure
- Cholesterol

Our trained nurses can perform a set of tests to calculate your cardiovascular risk and offer advice to minimise that risk.

If you receive an invitation from the surgery, please take up our offer of this free NHS Health Check so that you can be better prepared for the future and be able to take steps to maintain or improve your health.

It will take a little time to contact everyone in the selected age and risk groups so please be patient. If however your need for an NHS Health Check is urgent, then please contact the surgery and ask to speak to Amanda, our NHS Health Check administrator or Sister Galloway, the nurse manager. For more information on the NHS Health Check, go to: <http://www.nhs.uk/Planners/NHSHealthCheck/Pages/NHSHealthCheck.aspx>

COMMENTS AND SUGGESTIONS

You asked us to:

Add more shingle to the car park - Shingle has been added to the car park.

Supply a wider range of toys in the waiting rooms - Unfortunately we have removed the toys (except for the bead tables) from the waiting rooms, this is for hygiene reasons.

Supply hand sterilizer - Hand gel is

now provided on entering the surgery. Supply a bin for waiting room 1 - A bin has now been added to waiting room 1.

Web based/email contact with the surgery - you can book appointments and request repeat prescriptions online using SystmOnline. You will need a username and password to access this system, please ask at reception.

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