



Cherrymead Chat



Summer 2018

e-mail : prgcherrymead@gmail.com



Bank Holiday Opening

Cherrymead Surgery will be closed from 6:30pm on Friday 24th August.

We will re-open as usual on Tuesday 28th August

Thurs 23rd August 08:00 - 18:30

Fri 24th August 08:00 -18:30

Sat 25th August CLOSED

Sun 26th August CLOSED

Mon 27th August CLOSED

Tues 28th August 08:00 - 18.30

Weds 29th August 08:00 - 18.30

Thurs 30th August 08:00 - 18.30

Fri 31st August 08:00 - 18.30

Please will you ensure you have enough medication to last over the Bank Holiday weekend and that any routine medical issues you have are dealt with before 1pm on Friday 24th August.

If you require urgent medical advice outside of our opening times please dial 111

In a medical emergency please dial 999

For self care and non urgent health issues Ask NHS is now available to all patients in the UK over 18. For more information visit this website:

<http://www.sensely.com/asknhs/>

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We have introduced two new apps that will help patients access the surgery and other NHS services. Search for MJOG Messenger and ASK NHS in your preferred App Store.

PRG Upcoming Events

Patient Information Evening on COPD September 12th 2018 at 7pm.
For more details or to reserve a space please email : prgcherrymead@gmail.com

New Staff

I am Maria Cullen. I was born and raised in Birmingham, but moved to Camden Town in 1992. I now live in Beaconsfield with my partner of 27 years and "Oscar "my gorgeous Labrador dog.

I have had a somewhat varied career. I started as a croupier in a casino. Then I moved to a Recruitment agency in charge of payroll.



In 2005, I decided to work for the NHS. I Joined the Cardiology Department at Hillingdon Hospital. I became a Medical Secretary working for a lovely Consultant. He became Clinical Director. I continued as his Medical Secretary, but also became PA to his new role. I held that position for 12 years until he left. So, I decided to look for a job closer to home. I found the role of Assistant Practice Manager here. I started in October last year.

Hearing Loss



- **Are you turning the TV up too loud?**
- **Do you have trouble hearing people on the phone?**
- **Does someone speaking to you in a group of people sound muffled?**

If the answer to these questions is “Yes” then you may need a hearing test. You may also need a hearing aid. If you want to discuss this, please ring the Surgery for an appointment. The doctor or physician associate seeing you will listen to your concerns and examine your ears. If we cannot see the ear drum, we may need to book you in for another appointment. That will be for wax removal by the nurse.

If the deafness is sudden, affects one ear only or if the ear drum looks normal, you may be referred to an Ear, Nose and Throat specialist. That also applies if you have ringing in the ears, buzzing noises, or vertigo. These symptoms may indicate an underlying problem which requires more investigation before treatment.

If the deafness is long standing and in both ear, then we can refer you for a hearing assessment with a view to having hearing aids. We may also do that if you have hearing aids that you think need replacing. Buckinghamshire Hospitals NHS Trust, Scrivens Hearing Centres, Specsavers, The Outside Clinic all provide NHS hearing aids. We can refer you to the provider of your choice.



Protecting Your Data

By now you may have heard about the General Data Protection Regulations. They came into force in the EU on May 25th. These ensure that those providing businesses or services protect your data.

We collect data about you because you have agreed to us doing so. They include contact details, records of appointments, treatment, care, allergies, records of medicines and test results. They also include GP notes, reports and information from other health and social care professionals, plus your relatives or carers.

All our staff are expected to make sure information is kept confidential. They receive regular training on how to do this. They are not allowed to access data that are not relevant to the patient’s condition.

Our information systems are set up to prevent and track any misuse of information.

We keep the data we hold in secure locations. Access is restricted to authorised personnel. Before they begin any work, others, such as our clinical computer software suppliers, have to show that they have stringent security arrangements to protect patient data.

We may share information with partner organisations to deliver better care. They include NHS Trusts, GP federations, dentists, opticians, pharmacists, and ambulance services. Others include clinical commissioning groups, social care providers, local authorities, education and emergency services, plus private or voluntary sector providers working to NHS contracts.

We may share information without consent, if the health and safety of others is at risk, the law requires it, or it is required to carry out a statutory function.

Information is also used for monitoring and improving healthcare services. It is also used to approve funding for procedures, authorise payments for care, and keeping national registries of conditions. Except in certain areas covered by law, your data are kept anonymously. Your consent will always be obtained for clinical research.

For more information on how your data are collected and used, our partner organisations and opting out of sharing information, please ask at reception. You can also find it in the GDPR section on the News page of our website:

www.cherrymeadsurgery.co.uk

Suicide...



- 1 person every 2 hours in the UK takes their own life.
- 3 times as many men as women are affected.

Many people have suicidal thoughts, but don't manage to seek any professional help. Factors which can lead people to feel that way include loneliness, unemployment, divorce, excess alcohol, isolation, and social media pressures.

If you're feeling like you want to die, it's important to tell someone.

Help and support are available if you need it. You don't have to struggle with difficult feelings alone.

Worried about someone else?

If you are worried about someone, try to get them to talk to you. Ask open-ended questions like: "How do you feel about...?"

Don't worry about having the answers. Just listening to what someone has to say and taking it seriously can be more helpful.

PAIN ISN'T ALWAYS OBVIOUS

The warning signs of emotional pain or suicidal thoughts aren't always obvious.

There are a number of organisations, as well as your GP, who you can talk to if you feel that you want to harm yourself, or that you don't want to live. They include:

Samaritans: call 116 123 or jo@samaritans.org - 24 hour access

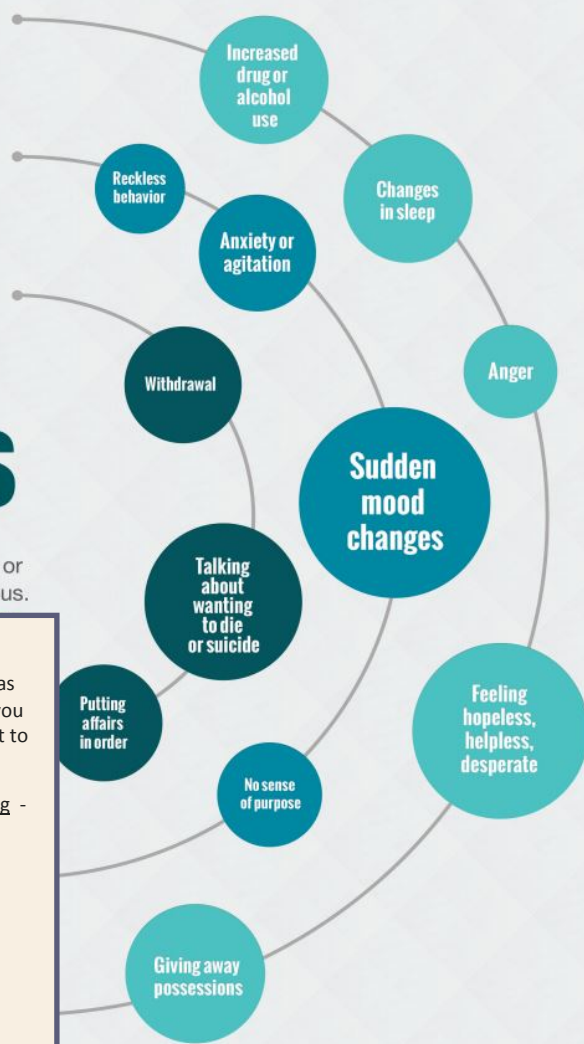
Healthy Minds: www.oxfordhealth.nhs.uk/healthyminds 01865 901600

MIND: www.mind.org.uk

Citizens Advice Bureau: www.citizensadvice.org.uk

www.youngminds.org.uk

www.healthtalk.org



...and Self Harm

People affected by a suicide can be helped by:

Survivors of Bereavement by Suicide:
www.uksobs.org

Compassionate Friends:
www.tcf.org.uk

Child Bereavement UK:
www.childbereavementuk.org

Most people who self-harm don't take their own lives

Self-harm is when somebody intentionally damages or injures their body. It's usually a way of coping with or expressing overwhelming emotional distress.

Sometimes when people self-harm, they feel that they intend to die.

Treatment for people who self-harm usually involves seeing a therapist. They discuss your thoughts and feelings, and how these affect your behaviour and wellbeing.

They can also teach you strategies to help prevent further episodes of self-harm.

There are now some apps, available free, that can help with stress and urges to self-harm. They include:

[Calm Harm](#)

[Distract](#)

[Stay Alive](#)

Safe Summer Food in Eight Easy Steps



- 1** Make sure frozen meat is fully thawed before cooking
Defrost in the fridge or microwave on the defrost setting, not at room temperature



- 2** Keep cold, perishable foods below 5°C
In the fridge, or in a cool box when out and about



- 3** Use different chopping boards and utensils for raw meat
Store raw meat separately from ready-to-eat food



- 4** Pre-cook chicken and pork in the oven
Finish them on the barbecue knowing that the meat is safely cooked through

- 5** Don't overload the barbecue
And remember that disposable barbecues take longer to heat up and to cook food



- 6** Cook burgers, sausages, kebabs, pork and chicken until:
- They're steaming hot
 - There is no pink meat
 - Any juices run clear

- 7** Don't serve rare burgers
Harmful bacteria may be present in the middle of a pink burger



- 8** Don't leave food out for longer than two hours
One hour if it's very hot outside



Pre-cook chicken, sausages, burgers and kebabs in the oven, before finishing on the barbecue.



New ways to access Healthcare



'Ask NHS' provides you with improved access to NHS services. You can talk through your symptoms in complete confidence with Olivia, a virtual health assistant. If needed, Olivia will arrange for a call back from a 111 Nurse to discuss your symptoms further. You can also search NHS approved healthcare advice, schedule GP appointments and search opening times/locations of local healthcare services. Ask NHS is available to all patients in the UK over 18. You can download it from here:

<http://www.sensely.com/asknhs/>



'MJog Messenger' is a mobile messaging app which provides simple secure and free communication of health information between your GP surgery and you. You can download it from here:

<https://www.mjog.com/messenger/>

For more information about Safe Summer Food visit food.gov.uk/safe-summer-food



For more information on how you can get involved with the Patient Reference Group come and meet us at one of our regular Meet The PRG sessions or email us .

Cherrymead Surgery Patient Reference Group
prgcherrymead@gmail.com