

CROSS DEEP SURGERY



Bulletin—Extra

May 2017

Thank you to all those people who answered our "Patient Quiz" earlier this year. The questionnaire was sent to a representative sample of patients and was also available in the waiting room and on our website. Our objective was to discover to what extent patients were aware of services available at the surgery and elsewhere. As a result of the "quiz" it became clear that there were areas where we needed to communicate more effectively. This special edition of the Bulletin is an attempt to rectify that situation.

OUT OF HOURS SERVICE

Cross Deep Surgery has an Out of Hours Service which operates between 18.30 and 08.00 on weekdays and for 24 hours at weekends and on Bank Holidays. If you telephone the surgery during these times you will be asked to ring **0300 024 0000**.

You will be asked brief details of the medical condition and a GP will call you back. In many cases you may find the advice the GP can offer is sufficient but, if necessary, they will make an appointment for you to attend the primary care centre at Teddington Memorial Hospital or arrange a home visit. Home visits are reserved for patients who are elderly, frail, who are terminally ill or who have a severe and deteriorating medical condition. Please note that the primary care centre is not a walk-in centre—you must have an appointment to be seen.

Local NHS Walk-in Centres These are appropriate for patients with injuries and illnesses that need urgent treatment but are not serious enough to require a visit to Accident and Emergency

Teddington Memorial Hospital, Hampton Road, Teddington, TW11 0JL (Tel: 020 8714 4004)
Opening Times: Monday-Friday 8 am—10 pm Saturday-Sunday and Bank Holidays 8 am—9 pm

Hounslow Urgent Care Centre, West Middlesex Hospital, Twickenham Road, Isleworth, TW7 6AF (Tel:020 8321 6700). Open 24 hours a day, 365 days a year.

INFORMATION ABOUT LOCAL SUPPORT GROUPS (eg CARERS, MENTAL HEALTH)

Information about local support groups is available from the doctors, nurses and staff. There is also an excellent organisation called GoLocal. Their website - www.golocal.org.uk - provides information and advice and a network of support services and activities for people living in the London Borough of Richmond upon Thames. For more information call **020 8973 1877** or email hello@golocal.org.uk

SPECIALIST CLINICS

The practice runs various specialist clinics including those for **asthma and COPD, INR (monitoring for those taking Warfarin), blood pressure monitoring, diabetes management and weight management**. Speak to your doctor or a practice nurse to arrange an appointment.

STOP SMOKING ADVICE AND SUPPORT

Ring our Stop Smoking Adviser on **07834337819** to book an appointment at our Smoking Cessation Clinic. We offer practical help, nicotine replacement therapy (available on prescription) and support to help you.

TRAVEL CLINIC

Our comprehensive travel vaccination service is run by our nursing staff and fully supported by the doctors. We provide all vaccines necessary for foreign travel along with anti-malarial prophylaxis and up-to-date travel related health advice. Some of the vaccines will be available on the NHS whilst others will need to be paid for.

Please request your vaccinations as soon as you have made your travel arrangements. Some vaccinations need to be given two weeks prior to travel in order for them to be effective so we ask that you complete a travel vaccination request form at least six weeks prior to your travels to ensure that you are fully protected.

Travel vaccination request forms may be downloaded from www.crossdeepsurgery.com or obtained from Reception.

CONTRACEPTION AND WOMEN'S HEALTH

We offer women a full range of contraception methods including the pill, injections, the fitting of coils and implants and the morning after pill. Make an appointment with a doctor to discuss the options available.

We also do cervical smear tests and breast checks.

SEXUAL HEALTH

You can of course talk to your doctor about any aspect of sexual health but, if you prefer, Sexual Health/GUM (Genito-Urinary Medicine) Clinics are available at West Middlesex and Kingston Hospitals

Twickenham House (separate building on the right of the main entrance)
West Middlesex University Hospital
Twickenham Road,
Isleworth
TW7 6AF

Telephone: 020 8321 5718

The Wolverton Centre for Sexual Health
Kingston Hospital
Galsworthy Road
Kingston upon Thames
KT2 7QB

Telephone: 020 8974 9331

FREE NHS CHECK FOR THOSE AGED 40-74

The NHS Health Check is aimed at adults in England aged 40 to 74. It checks your vascular or circulatory health and works out your risk of developing some of the most disabling - but preventable - illnesses eg heart disease, stroke, diabetes, kidney disease. If you're over 65, you will also be told the signs and symptoms of dementia, and you'll be made aware of memory services nearby

You are eligible for an NHS Health Check if you -

- ◆ are in the target age range (40–74)
- ◆ do not suffer from any long term chronic disease (eg Diabetes)
- ◆ have not had a health check in the past 5 years.

ULTRASOUND SERVICE

The practice hosts an ultrasound service which sees patients from Cross Deep Surgery and also accepts referrals from other NHS practices in the area. The waiting time for this service is 2-3 weeks as opposed to 8 weeks elsewhere.

The following scans are available -

- ◆ Abdominal (liver, bile duct, gallbladder, pancreas, kidneys)
- ◆ Pelvic - trans-abdominal - trans-vaginal
- ◆ KUB (kidney, ureter, bladder)
- ◆ Scrotal/Testicular

At the moment we are unable to provide breast, antenatal, paediatric, thyroid, hernia, soft tissue or musculoskeletal ultrasounds.

If you are referred to this service you will receive an appointment letter with special instructions for your scan.

PODIATRIST

We have an in-house podiatrist. If you are referred you will receive an appointment to be seen at the surgery.

PHYSIOTHERAPIST

We have an in-house physiotherapist. If you are referred you will receive an appointment to be seen at the surgery.

LET US KNOW WHAT YOU THINK OF US

We welcome all comments, both good and not so good—it is of course nice to be showered with praise but the not so good comments are valuable because they help us to identify the areas where there is room for improvement. There is a box in the waiting room for comments or you can, if you prefer, write a review on the NHS Choices website. Go to www.nhs.uk, type Cross Deep Surgery into the Search Box and follow the links to Write a Review. And if you really want to have your say, why not join our Patients Participation Group. For further details, please contact the Practice Manager.