**Riverside Surgery Newsletter**

**September 2018**

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| **Extended access across all Tamworth GP Surgeries**  Following a National Government Initiative from 1st September 2018 extra appointments will be offered across the whole of Tamworth (The New Mercian GP Network), including evening and weekend appointments. Additionally a new on line digital service will be available on Sunday mornings where appointments will be offered with a GP via the  Q Doctor App. Posters will be available in the surgery shortly. You can go to the following websites for more information:  <https://www.qdoctor.io/>  <https://sesandspccg.nhs.uk/our-services/extended-primary-care-services> |

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| **Apologies**  We would like to offer our apologies to anyone that has had problems getting through on the phone in the last few weeks!  Ringing telephone  We have had a few teething problems with the new phone system but hopefully they will be sorted out soon so bear with us. | **Nurse Availability**  We are currently restructuring the nursing appointments within the surgery, this is going to be done over the next month and we will update you once they have been finalised.  Nurse  Our Advanced Nurse Practitioner, Deborah Woodward has taken the decision to reduce her hours and spend more time with her family, she will still be with us but her availability will be more limited. |

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| **Flu Season!**  **It is that time of year again when we will be calling eligible patients in for their flu jabs so keep a look out for the posters on the website and in the surgery for the dates and times the clinics will be running. They will be slightly later this year due to a manufacturing delay.** |

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| **Urology awareness month 1-30th September**  Firstly, what is Urology?  It is the field in medicine which deals with the kidneys, ureters, bladder, prostate and male reproductive organs.  Your bladder holds the urine made in your kidneys and tends to be one of those body parts that we don’t think about until it stops working properly.  Simple lifestyle changes and exercises, however, can help ensure that your bladder keeps doing its job — and doesn't call attention to itself.   * Drink plenty of fluids – but not too much! This can help flush out bacteria from the urinary tract and help prevent bladder infections * Take a walk – Some people accumulate fluid in their legs during the day, at night this fluid causes them to need to empty their bladders more frequently. * Avoid tobacco – It is thought that cigarette smokers have a two to three times higher risk of bladder cancer than non-smokers   **When to see a Doctor:**  **See a GP if you have blood in the urine, pain when you urinate, incontinence, pain in the lower abdomen, frequent urinary tract infections, erectile dysfunction, lump in testicles** |

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| **CQC Patient Survey Results**  **Thank you to all of our patients who took the time to fill out the patient survey, out of the 288 surveys sent out we had 108 returned which is a 38% completion rate.**  **A survey being filled out**  **We are very pleased with the results and take pride in the overall satisfaction of our patients. If you would like to read the results for yourself you can go to the following website:**  **https://gp-patient.co.uk** |