# **Welcome to our winter newsletter**

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**The purpose of this newsletter is to keep you informed of what is happening at The Island Surgery and to bring you key information about your surgery, your general health and the services available to you.**

***Surgery*** ***News***

**Have you registered for online access?**



**All you need to do is ask one of our reception team for your username and password. For security purposes we will need to see your ID.**

**Connect with us**

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*Farwell to Dr Rena Ramoutar*

Dr Ramoutar has been working with the practice since August 2014 and became a partner in September 2015. Sadly she will be leaving the practice on 31st December 2019 and we wish her the very best for the future.

*Welcome to Debra Crowe*

Debra Crowe joined the surgery team on 22nd October 2019. Debra is an Advanced Nurse Practitioner (ANP). An ANP is a registered nurse who has acquired the expert knowledge base, complex decision-making skills and clinical competencies required to diagnose and treat the majority of cases that are presented to doctors in General Practice. This has enabled us to make more appointments available to our patients and we would like to encourage our patients to make the most of these appointments when they are available.

*Patient Participation Group (PPGs)*

PPGs work in partnership with their practice to contribute to the continuous improvement of services, quality of care and communication. We are looking for patients to join our PPG to support the practice with implementing change. The next meeting is being held at the practice on 19th December 2019. If you are interested please contact Samantha Baulch on 01268 686190 for more information.

We welcome all patient feedback so if you have any suggestions for future newsletters, comments about this newsletter or any of the services provided by the practice please leave your comments in our suggestion box (on our reception desk) or you can email:- **theisland.surgery@nhs.net**

# **Diabetes Management**

# Practice Nurse, Breeda Neaves runs our Diabetes clinics. If you have diabetes it is important that you are reviewed every 6 to 12 months to ensure your diabetes is well managed and reduce the likelihood of any complications.

# **Prevention of Diabetes**

If you are overweight you are more at risk of developing Type 2 Diabetes. Evidence demonstrates a healthy weight and being more active, can significantly reduce the risk of developing Type 2 diabetes. [**ACE Lifestyle**](http://acelifestyle.org/weight-management/my-weight-matters/)are currently providing free weight management sessions and you can contact them direct on **0800 022 4524 - option 3**

# **Asthma & COPD monitoring**

Practice Nurse, Sharon Smith runs our Respiratory clinics. If you suffer from Asthma or Chronic Obstructive Pulmonary Disease (COPD) you should attend the surgery every 12 months for review. During your review you may need to have a lung function test using a Spirometer. This assesses the performance of your lungs and will help ensure that you are given the appropriate medication. Please ensure you bring any inhalers to your review.

# **Phlebotomy Service**

Katie, our Healthcare Assistant provides a phlebotomy service in the surgery for both fasting and non-fasting blood tests. Limited appointments are available two mornings per week from 8.30am and can be booked with our receptionist staff.

# **Prescription Service**

When ordering repeat prescriptions please ensure you allow 2 full working days for the practice to process your request. Prescription requests are initiated by our Prescription Clerk Tracy who will prepare your prescription in accordance with local and national guidelines. The prescription is then passed to the duty GP for compliance checks and authorisation.

Repeat Prescriptions can be ordered through our online service, at any local pharmacy or by posting your repeat slip in our prescription box. We cannot accept telephone requests (except from known housebound patients) however if you should have any queries regarding your prescription or the services available please call the surgery and select option 2 when prompted.

# **Weekend and Evening Appointments on Canvey**

Appointments are provided every weekend by GP Healthcare Alliance with additional evening appointments. Appointments can be booked in advance through our reception or by calling the service direct during their opening hours Saturdays and Sundays 9am to 3pm

**The Surgery, 1A Hawkesbury Rd, Canvey Island, SS8 0EX.**

**01268 682303**

**Audley Mills Surgery, 57 Eastwood Rd, Rayleigh, SS6 7JF**

**01268 740501**

# **111 when its less urgent than 999**

The 111 service is available 24/7 to offer general medical advice and is free to call from both landlines and mobile phones.

Patients can call at any time and the service will offer medical advice. Patients calling outside of normal surgery opening hours will also be offered urgent treatment if appropriate.