



Kings Corner Surgery

Patient
Participation
Group

NEWSLETTER – NOVEMBER 2017

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CHRISTMAS OPENING HOURS

Friday 22nd December – Normal surgery hours: 8am – 6.30pm

Saturday 23rd/ Sunday 24th December - CLOSED

Monday 25th / Tuesday 26th December – CLOSED

Wednesday 27th December – Normal surgery hours: 8am – 6.30pm

Thursday 28th December - Normal surgery hours: 8am – 6.30pm

Friday 29th December - Normal surgery hours: 8am – 6.30pm

Saturday 30th/ Sunday 31st December - CLOSED

Monday 1st January – CLOSED

Tuesday 2nd January – Normal surgery hours: 8am – 6.30pm

If you need medical assistance when the surgery is closed please ring 111 or dial 999 for medical emergencies

- Christmas Opening Hours
- Top service from local NHS
- Stay Well This Winter
- Health Education Events
- Getting the Right Care For You
- Antibiotics – some facts
- Thank-you Kings Corner

FOR MORE NEWS.....

- **Healthwatch**
Events and local health news:
healthwatchbracknellforest.co.uk
- **Bracknell & Ascot CCG**
News and updates on website:
bracknellandascotccg.nhs.uk
- **NHS Choices**
Health Advice on conditions:
www.nhs.uk

A note from the surgery

“As you may be aware, Kings Corner Surgery has experienced a number of unprecedented challenges in 2017. These include a combination of increasing practice patient population, increase in services provided by the practice and clinical staff shortages due to sickness, injury and difficulty recruiting new doctors.

KCS is committed to tackling these challenges and providing high quality ongoing NHS Care for all our patients. We have worked hard to maintain appointment levels by using Locum Doctors and we would like to thank them all for their continued help.

The practice would like to sincerely thank all our patients for their patience and support during this turbulent and changing period. We are working hard towards improving services and hope that you will be understanding if things take a little longer to action.”

Top Service from our local NHS

The NHS is always getting dreadful press in the media! However we thought we would share some great experiences from some of Kings Corner's own patients.

🏠 "BEST POSSIBLE HANDS!!"

"Like very many men 'of a certain age', I have urological problems. Already, I have had over the last eight years or so several small operations, and needless to say, like most men (apparently!!), become a shaking mass of fear before every single event. I have recently retired, and no longer have (enjoyed through my working life) private medical care, and the perceived luxury, locally, of a night or two in Princess Margaret hospital in Windsor. The latest event called for a 'day surgery' under full anaesthetic in Wexham Park hospital. I am delighted to say that the whole experience from the check in early in the morning, through the stages of the procedure itself and recovery, until release in late afternoon, was nothing short of a delight. ALL the staff were so kind and thoughtful over EVERY detail! Morale amongst the teams that I encountered could not have been higher, which I commented on and could FEEL that these people really enjoyed their work and were getting huge satisfaction from their working days.

A message then to the many men locally who will also find this necessary attention frightening: it is no exaggeration to say that you will be in the BEST POSSIBLE HANDS!!"

🏠 "DELIGHTED AND SURPRISED!"

"Returning from holiday, I rang the surgery on the Thursday and was given a doctor's appointment on Friday afternoon. I was seen by a lovely locum and then had two nurses appointments by the following Wednesday! The reception staff were friendly and helpful."

🏠 "WONDERFULLY EFFICIENT!"

"I had heard that "Heatherwood" was rundown and a bit of a nightmare, however I would like to share my experience last week.

Our surgery asked me to go and have an X-ray. I turned up and paid for 3 hours parking, imagining I would be at least that long! I went in, was acknowledged (surgery had sent message I would be attending that week) I sat down, a nurse came out and showed me to a changing room and asked me to change into a gown then took me straight into the X-ray room – I was back in the car in 20 minutes and the results were through to the surgery within 48 hours. All the other patients had a similar experience."

If you would like to comment on your experience from the surgery or other services in the NHS we'd love to hear from you. You can contact the surgery: kings.corner1@nhs.net or the Patient Group: moraglanghorne@hotmail.com



Stay Well This Winter

None of us want to feel unwell at any time of the year but winter can be the time when many people struggle to keep well.

There is plenty of advice available on the internet via NHS Choices www.nhs.uk and Public Health England, and through posters in the surgery and local pharmacies, but here are a few reminders of some steps we can all take to keep well this winter.

- Have you had a flu jab? These are available at the surgery and are free if you are over 65, pregnant, have an underlying health condition, are the main carer of someone with a disability, a frontline health and social care worker or a child (age 2-4, or in years 1-3 at school). If you aren't entitled to a flu jab these are available for a small cost at local pharmacies;
- Keeping active – exercise keeps you warm in winter and helps to maintain blood circulation;
- Keep warm at home and keep well hydrated with at least one hot meal a day and plenty of fluids;
- Don't delay if you do feel unwell with minor ailments like colds and sore throats – visit your pharmacist for advice on treatment before it gets worse;
- Keep in contact with your family, friends and neighbours – important for our mental health and well-being.



Health Education Events – Planning for the Future

Since this summer the surgery's Patient Participation Group (PPG) has joined forces with Magnolia House Surgery Patient Forum to promote greater understanding, for patients, of certain health issues and conditions. This has been done by holding a series of evening talks by leading consultants or specialists in their fields, to help patients manage their condition more effectively and to gain support from local services.

You will be able to get information ahead of the talks either from posters in the surgery, or by email and mobile phone if you have given the surgery these details. The programme dates and topics are:-

Thursday 23rd November 2017 - Bowel Cancer & Screening
Thursday 22nd February 2018 – Breast Cancer & Screening
Thursday 22nd March 2018 – Heart Health
Thursday 26th April 2018 – Healthy Eyes

These talks are the fifth in the series. They run from October to April and currently take place at Lynwood Village in Sunninghill. See surgery website for further details.



Getting the Right Care for You

When there's a need for immediate medical care, these steps will help you decide where to go:-

STARTING AT HOME - for minor illnesses that you can treat yourself, make sure you have a well-stocked first-aid kit

Plus looking after “**you**” should be your top priority so:-

- Eat plenty of fruit and vegetables
- Try to quit smoking
- Keep to the recommended levels for alcohol
- Try to take exercise every day – a short walk or bike ride can be very beneficial

If you need to take advice or get more information and help the next steps should help you beyond home.

- 1. TALK TO YOUR LOCAL PHARMACIST** - for rapid health advice and minor treatments. Most have a private area too. Pharmacists sell medications for everyday ailments and can advise about minor conditions. They also offer consultations on medicine reviews and many more pharmacy services.
- 2. CALL YOUR GP IF YOUR HEALTH NEED IS URGENT** - your GP surgery may be able to offer a same-day appointment. For less urgent needs, make an appointment in advance. For added convenience, you can book routine appointments with a GP or practice nurse for evenings and Saturdays. Especially helpful if you cannot attend an appointment during the working day; are working parents with children; rely on working Carers to take you to appointments; need a longer consultation.
- 3. CALL THE NHS HELPLINE '111': Have an urgent need but not an emergency? Unsure where to go?**
 - Don't head straight for A & E! **NHS 111** is a free telephone service available 24/7 every day of the year. Highly-trained advisors, supported by experienced nurses and paramedics can talk through your concerns and offer advice. They will direct you to the service that should help you best. They will also have full details of all local health services, operating hours, which conditions can be treated where and how to get there.

4. VISIT BRACKNELL URGENT CARE CENTRE (BUCC) AT BRANTS BRIDGE - for help with a range of minor injuries and illnesses. Phone 01344 551100. You do not need an appointment to visit the Urgent Care Centre, you can just walk in. The BUCC is just off the Running Horse roundabout on the A329, London Road (RG12 9BG). BUCC contact details: 01344 551100 or www.bracknellurgentcare.co.uk

5. CALL 999 FOR LIFE-THREATENING CONDITIONS - always dial 999 in the event of a life-threatening situation such as:

Severe chest pain

Severe burns or scalds

Choking

Fitting or concussion

Severe allergic reaction

Severe loss of blood

Unconsciousness

Suspected stroke

Drowning



Antibiotics – Are you taking them when you don't need them?

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness. If you or a family member are feeling unwell, have a cold or flu and you haven't been prescribed antibiotics, here are some effective self-care ways to make you feel better. 1. Get plenty of rest. 2. Make sure you drink enough to avoid feeling thirsty. 3. Fever is a sign the body is fighting the infection and usually gets better by itself in most cases. Use paracetamol if you are uncomfortable as a result of a fever. 4. Make sure you use a tissue for your nose and wash your hands frequently to avoid spreading your infection to others.

When in doubt contact your GP or call 111



Kings Corner Surgery – A big Christmas Thank You from your PPG

The Kings Corner Patient Participation Group has been well placed to observe, not only the very considerable pressures the surgery has been under during 2017, but also the patience and understanding you as patients have shown when those pressures have made it difficult for the surgery to meet all the demands made upon it within normal timescales.

The practice now has over 7600 patients as the local population has steadily risen with many new patients having existing medical problems. With no signs that we can expect any reductions in patient numbers or in their medical demands the coming winter will be challenging. However, in a recent NHS Patient Survey, in terms of patient satisfaction, Kings Corner came out top, particularly in terms of patients having access to their preferred GP. In fact, 70% in this case compared to the national average of 56%

The PPG will do whatever it can to help in its role as an interface between the practice and its patients. As 2017 comes to a close, we feel a **BIG THANK YOU** from the PPG is merited to all in the practice for their hard work throughout the year and to you, the patients, for your understanding and patience and for supporting your PPG activity.

If you would like to receive our newsletters by email and participate in our online patient surveys, please give your email address to Surgery Reception or email kings.corner1@nhs.net

Also, communications such as appointment reminders or general Practice notices between the Practice and patients can be by text as well as email, so if you would like to receive texts please provide us with your mobile number.

Your PPG contacts are: Morag Langhorne, PPG Chair – moraglanghorne@hotmail.com

Clair Baynton, PPG Secretary – clair.baynton@gmail.com

Whilst every effort is made to ensure the accuracy of information contained herewith no liability can be attributed either