



# WESTBURY GROUP PRACTICE

## Summer 2018 Newsletter

Practice Website: [www.westburygp.co.uk](http://www.westburygp.co.uk)  
White Horse Health Centre Tel: 01373 828330

Email: [wccg.wgppatientvoice@nhs.net](mailto:wccg.wgppatientvoice@nhs.net)  
Bratton Surgery Tel: 01380 831911

### Staff News

Dr Claire Balysz is our new GP Partner who has started working with us; we hope you will join us in making her feel very welcome!

Dr Samantha Worrall, who has been one of our GP registrars since August 2017 has sadly left the practice. We wish her all the best for the future.

### Missed Appointments

From April – June 2018 a total of 978 patients failed to attend an appointment, which makes a total of 238 hours' worth of appointment time wasted.

If you are unable to attend an appointment please contact us as soon as possible so we can offer the appointment to someone who needs it.

### Samples

A reminder that all samples MUST be requested by a clinician, and handed in to reception by 11am otherwise they will NOT be tested.

### Contact Phone Numbers

Please do not forget to inform us if you change your phone number to ensure the right person is contacted if we need to get hold of you.

### Improved Access Initiative

From 1<sup>st</sup> September we will be offering Improved Access. This means we will be open for pre-bookable routine appointments in same way as extended hours. The opening times will be Monday – Thursday 8am-8pm at the White Horse Health Centre. There will also be additional services on Friday evenings and Saturdays, details of which will be advertised in due course. The Friday and Saturday services are in conjunction with various other practices in the area. White Horse Health Centre will be acting as a hub to accommodate this service on a rota basis.

### Change to Bratton Surgery and Dispensary Hours

From the 1<sup>st</sup> September Bratton Surgery/Dispensary will be changing their hours. This is in conjunction with Dr Edwards reducing to 3 days a week. The opening hours will be:

- Monday – 8.30-1pm
- Tuesday – 8.30-1 and 2.30-5.30
- Wednesday 8.30-1pm
- Thursday – 8.30 – 1pm – 1.30-4.30
- Friday 8.30-1pm
  
- Extended hours every third Saturday of the month will no longer be held at Bratton, this will be at White Horse Health Centre instead to incorporate the Improved Access Initiative.



## Sunburn



With the hot weather we are currently having, it is important that you keep yourself safe.

Sunburn is skin damage caused by ultraviolet (UV) rays. It usually causes the skin to become red, sore, warm, tender and occasionally itchy for about a week.

The skin will normally start to flake and peel after a few days and will usually fully heal within 7 days.

While sunburn is often short-lived and mild, it is important to try to avoid it, because it can increase your chances of developing serious health problems, such as skin cancer, in later life.

It's easy to underestimate your exposure to the sun when outside, as the redness doesn't usually develop for several hours, and breezes and getting wet (such as going in and out of the sea) may cool your skin, so you don't realise you're getting burnt.

If you or your child has sunburn, you should get out of the sun as soon as possible, head indoors or into a shady area.

You can reduce the risk of getting skin cancer by avoiding sunburn, spending time in the shade between 11.00am and 3.00pm and wearing a cotton T-shirt, hat and sunglasses.

Apply a generous amount of sunscreen twice, once 15-30 minutes before going out in the sun and then again immediately before you go out. Then reapply at least every two hours, even water-resistant sunscreens should be reapplied after you come out of the water.

When buying sunscreen, choose one that has a high sun protection factor (SPF) - sunscreen with an SPF of 50 offers the best level of protection.

Never leave your sunscreen exposed to sunlight or heat as this can destroy the chemicals and ALWAYS check the expiry date on your sunscreen products, most have a shelf life of only 2-3 years.

It's also important to be aware that snow, ice or water can reflect the sun's rays onto your skin, and that the sun is more intense at high altitudes.

You should also wear sunglasses when out in the sun to reduce the risk of UV rays damaging your eyes.

Young children and babies are more sensitive to the effects of UV rays, and extra care should be taken to protect their skin.

Children and young adults in particular tend to spend more time outdoors and over exposure to the sun at this age will increase the risk of skin ageing and skin cancer, even though this will only become apparent when they're older.

It can be helpful to teach your child the importance of protecting themselves from a young age, as this may help to become lifelong practice.

Enjoy the summer safely!

## **Measles Catch Up Programme**

Low levels of immunisation uptake in the past have led to a significant increase in the number of individuals not protected against measles. And the more people that are not protected, the more rapidly measles will spread and the number of young people catching measles has risen.

Measles is caused by a very infectious virus. Symptoms of measles include: high fever; sore, red, watery eyes; coughing; aching; feeling generally unwell and a blotchy red brown rash which usually appears after initial symptoms.

Complications of measles can include ear and chest infections, fits, diarrhoea, encephalitis (infection of the brain), and brain damage. About one in 3000 individuals is likely to die. There have been four deaths in the UK since 2006.

You need two doses, one month apart, to be fully protected against measles, mumps and rubella. It's never too late to be vaccinated. We are running a catch up programme. If you have missed one or more doses please contact us to arrange an appointment

## **Contraception & Sexual Health**

The White Horse Health Centre is fortunate to be able to offer appointments with Nurses who specialise in a particular field. For example Contraception, Sexual Health & Womens Health

If you have any queries or concerns regarding Contraception ( *do you know there are about 15 types of contraception available*) or Womens Health such as periods, bleeding issues, STI queries and screening, smears or the menopause or anything personal or of a sensitive nature, please make an appointment.

If you need to get a further script for the contraceptive pill, please remember to make your appointments well in advance. A good reminder is when you start your last strip, contact the surgery.

*Remember if you do make an appointment and can't make it, please cancel the appointment.*

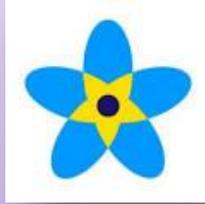
There were 32 DNA's on the CASH appointments last month, that's 8 hours of appointments that someone else could have used.

## **Over The Counter Medicines**

Following a national public consultation NHS England have published guidance recommending that over the counter medicines associated with minor, short-term conditions which get better themselves, or can be self-treated should no longer be available on NHS prescription. These are medicines for conditions such as coughs, colds, nappy rash, warts and verrucae, ear wax and mild dry skin. If you have any of these conditions please seek advice from a pharmacist and buy over the counter medicines where you can.

## Dementia

Having joined the Dementia Action Alliance in May this year, nearly all of our staff have become dementia friends and therefore have greater awareness of what it like to have dementia and what we can do to support people with dementia. We will also be hosting a support group for carers of people with dementia run by the Alzheimer's Society. More information about this will be available in August and September.



### • Some Facts About Cervical Cancer

- There are around 3,200 new cervical cancer cases in the UK every year, that's nearly 9 every day (2013-2015).
- In females in the UK, cervical cancer is the 14th most common cancer, with around 3,100 new cases in 2015.
- Cervical cancer accounts for 2% of all new cancer cases in females in the UK (2015).
- Incidence rates for cervical cancer in the UK are highest in females aged 25 to 29 (2013-2015).
- Since the early 1990s, cervical cancer incidence rates have decreased by around a quarter (24%) in females in the UK.
- Over the last decade, cervical cancer incidence rates have increased by a twentieth (5%) in females in the UK.
- Incidence rates for cervical cancer are projected to rise by 43% in the UK between 2014 and 2035, to 17 cases per 100,000 females by 2035.
- 1 in 135 women will be diagnosed with cervical cancer during their lifetime.
- Cervical cancer is more common in White females than in Asian females, but similar to Black females, but Asian and Black females are similar to each other.
- An estimated 34,800 women who had previously been diagnosed with cervical cancer were alive in the UK at the end of 2010.
- In Europe, around 58,400 new cases of cervical cancer were estimated to have been diagnosed in 2012. The UK incidence rate is 12th lowest in Europe.
- Worldwide, more than 527,000 women were diagnosed with cervical cancer in 2012, with incidence rates varying across the world.

***If you're not up to date - book a smear today***

## Home Visits

Should you require a home visit because you are housebound or too unwell to get out of bed to attend the surgery, please telephone the surgery on 01373 828330 and speak to a member of the reception team before 11.30am to make this request.

A doctor may try and manage your request by telephone before they visit you to determine the nature of your medical problem.

Please do not leave a message on **any** of the Health Centre's answerphones requesting a home visit, if you are requesting a home visit, you must speak with a member of the reception team in person on 01373 828330.



## What is the Silhouette Soft® treatment?

**Silhouette Soft® is a non-surgical, minimally invasive treatment to lift the skin. This advanced aesthetic procedure is performed by Dr Richard Edwards at the White Horse Aesthetic Clinic.**

Silhouette Soft® is a unique rejuvenating procedure that supports sagging areas of the face. The result is a natural-looking 'lift' for a fuller, more youthful appearance. Furthermore, the procedure also stimulates the production of collagen. That means that over time, Silhouette Soft® helps restore the facial volume we tend to lose with age.

### **One treatment, two actions :**

- A **lifting** action for immediate effect.
- A **regenerative** action for gradual and natural looking results. Over time, Silhouette Soft stimulates the regeneration of lost collagen to recapture youthful definition and restore volume. The result is a nuanced, soft and natural looking face.

Only Silhouette Soft® combines these dual procedures in a two-stage action never achieved before.

## Why Silhouette Soft®?

- Immediate lifting effect
- Progressive restoration of the body's own lost collagen
- Entirely re-absorbable material
- Non-surgical technique
- Minimally invasive procedure
- Minimal recovery time
- Natural looking effect

Contact us for further enquiries:

Website: [www.whaclinic.co.uk](http://www.whaclinic.co.uk)

Telephone: 01373859136

Follow us:   

## Staff Summer BBQ!!!!

At the end of June, we held a Hawaiian themed staff BBQ at the back of the practice, which was also a leaving do for Samantha Worrall.

It was a great evening had by all, enjoy some of the pictures below:

