

Warwick Gates Family Health Centre

PRACTICE NEWSLETTER



Issue No: 2

Date: May 2024

www.warwickgatesfhc.co.uk

If you are a Carer, please let us know. We're here to support you!

If you care for a family member or identify yourself as a main carer, it's important that you let us know. A carer can be anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

Our Carers Lead will add 'Carer Status' to your medical records which will alert our Practice Team to enable us to properly support you when you attend the Surgery or when you contact us for advice.

We can offer you:

- Telephone appointments if caring responsibilities mean you may struggle to come to the surgery.
- Support for the person you care for in the waiting room or a private area if you need to attend the surgery but would like more privacy.
- Information about local carers support services who may be able to arrange transport and/or home services to help you leave home to attend surgery.
- Telephone ordering for repeat prescriptions where appropriate.
- An annual influenza vaccination.

Caring for someone should not be at the expense of your own health and wellbeing.

Please tell us how your caring role is affecting you and if you have any support needs. Our staff are here to help.



Appointment System



Our new appointment system is working well with improved access to services and appointments; here are some top tips to ensure a positive experience:

- The system requires patients to complete an online proforma which can be found on our website (<https://www.warwickgatesfhc.co.uk>) however please do not worry if you are unable to use the internet or complete the form, our Reception Team are happy to complete the form on your behalf if you telephone the Surgery.
- When completing the proforma, please enter as much information as possible to enable the GP to make an accurate clinical assessment; avoid using words that are vague or could be misinterpreted.
- The system is open in line with Surgery opening hours – we are unable to have the system available over the weekend and out of hours. This is due to potential patient safety issues and our inability to monitor demand and health issues when we are not open and unable to respond to patient requests.
- Following patient feedback received, the '48 hour response' notification has been removed, this was causing unnecessary concern for patients. Submitted forms are generally reviewed by a GP on the day of submission unless submitted after 5pm.
- Please be ready to receive a call from the Practice Team to arrange an appointment – we are experiencing high numbers of failed contacts following form submission.
- 'Did not attend' numbers have significantly decreased since system launch in March 2024; as detailed below:

Missed Appointment Data



Please remember to let us know if you no longer require your appointment

Appointments not attended and not cancelled	Jan-24	Feb-24	Mar-24	Apr-24
GP Appointments	27	18	11	26
Advanced Nurse Practitioner Appointments	11	12	8	10
Nursing Team Appointments	43	54	64	41
TOTAL	81	84	83	77



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[@LeamingtonSpaPrimaryCareNetwork](https://twitter.com/LeamingtonSpaPrimaryCareNetwork)



Allergies & Hayfever



Hayfever is a common allergic reaction to the fine powder that plants produce called pollen with symptoms usually worse between late March and September.

There is no cure for hayfever and it cannot be prevented but you can do things to ease your symptoms when the pollen count is high. Antihistamines are medicines that can help relieve hay fever symptoms and allergies, these are readily available to buy from most pharmacies and supermarkets.

Most people with hayfever will be able to manage their own symptoms and if you know when your hayfever symptoms usually start, it's a good idea to begin taking antihistamines 4 weeks before this time to give you the best possible protection.

GP surgeries no longer routinely prescribe tablets, eye drops or nasal sprays for hayfever in line with NHS England Guidance – your pharmacist is fully qualified to answer any questions on medicines use and is easily accessible too.

It is impossible to avoid pollen altogether however you can do things to ease your symptoms:

- Shower and change your clothes after being outside to wash off the pollen
- Vaseline around your nostrils and wear wrap around sunglasses to stop pollen getting in your eyes
- Stay indoors and keep windows/doors shut when possible
- Vacuum regularly at home and dust with a damp cloth

When to visit the Surgery:

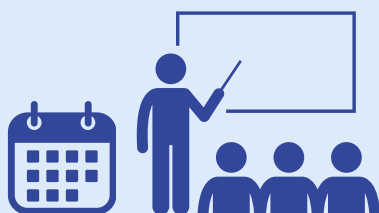
- If your hayfever, asthma or lung condition symptoms are getting worse
- Your symptoms do not improve after using hayfever treatments



PLT Dates

Please note that the practice will be closed from 12:30pm for staff training on:

- 19th June 2024
- 19th September 2024
- 16th October 2024
- 14th November 2024



New Staff



The practice has recently welcomed two new members of staff to the team:

- Julie Begley – Advanced Nurse Practitioner
- Liz Henry – Nursing Associate

Our nursing team at WGFHC



£1049 raised for Cancer Research

We'd like to take a moment to congratulate our team at WGFHC for taking part in the Muddy Event in aid of Race for Life and raising an amazing £1049 for Cancer Research.

1 in 2 of us will be diagnosed with cancer in our lifetime and this money will help towards research.



Download the NHS App

<https://www.nhs.uk/nhs-app/>



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