

Practice Newsletter



Dr M L Swami & Partners

Welcome to our seventh issue of our new GP Newsletter - We hope you find the information helpful.

Physician Associate

We are pleased to welcome Aofie Saltmarsh a Physician Associate who is a Reading University student. She will be working alongside various primary care staff within our practice, the placement will start at the beginning of February for a total of 9 equivalent days. We hope she enjoys her time with us.

Hearing Aid Battery Provision

All patients wearing a hearing aid will need a Battery Book from June 2017.

"How do I get a Battery Book?"

1, By sending your details to:

Batteries,

Audiology 3,

Royal Berkshire Hospital,

London Road,

Reading, RG1 5AN

2, emailing your name, address & DOB:

Subject 'Battery Card'

audiology.royalberkshire@nhs.net

3, By attending the Reception desk in:

Audiology 2, Royal Berkshire Hospital

4, Collecting one on your next visit to the

drop-in repairs and maintenance clinics

Diabetic Eye Screening

Following the Diabetic Eye Screening clinic at Coley Park on 20th March 2017 our uptake has increased to 75% meeting the National QA minimum standards. Russell Street surgery will be holding a Diabetic Eye screening clinic on 15th & 16th May. If you are a patient and wish to make an appointment please telephone: 0300 365 3937

Midwives

As of the 1st May midwives will no longer be coming to practices they will be based out in the community, each postcode will have the name of a flower allocated to them i.e. RG1 - Bluebell team, these set of patients can be seen at Sun Children's Centre.

Carers 'Are you looking after someone'

There is free, personalised support available for patients at our practice. If you or someone you know is providing much needed care for a loved one please contact: carers Hub 01183247333 lines are open Monday-Friday 9am-5pm..

In the waiting room at all 3 sites, we also have 'Carers identification' referral forms. Please feel free to complete one and hand it into Reception and the Practice Manager will pass your details onto the Carers Hub who will contact you direct and advise you of what support is on offer to you.

Personal Alarms - Age UK

Help on hand 24 hours a day.

A patient at the practice recommended the alarm due to a recent fall they had at home. If you wish to make enquiries please telephone: 0800 012 1634 or www.ageuk.org.uk/alm

Infection Control Audits

In February we had our annual Infection Control Audits at Burghfield Health Centre & Coley Park Surgery. We are pleased to announce that the overall scores were above 95%, any actions required have now been completed. Thank you to all staff for their help and support.

Patient Online Services

If you would like to register for our online services please ask at Reception. This will enable you to book your appointments and order your repeat prescriptions at a convenient time.

Friends & Family Test

We are very pleased with the positive comments made by the patients, this reflects the hard work GPs have made to improve their listening skills. The findings also reflect improvement towards patients with care and compassion following online training.

A big thank you to all our patients who show up to pre-booked appointments. Please ensure we have your correct mobile number on file so that you can receive appointment text reminders. If for any reason you cannot attend an appointment please notify us, well in advance, so that we can offer this appointment to someone else.

Once again if you have any suggestions please speak with the Practice Manager.
Thank you Kerrie Naish/Practice Manager