



May/June 2017

Newsletter

www.thealemedicalcentre.com

TIPS

The surgery is closed for training on -

Wednesday 17th May 2017—12.30pm to 5.00pm

Bank Holiday closing dates for May 2017

Please be aware we are closed on -

Monday 29th May 2017

JOIN THE PATIENT PARTICIPATION GROUP (PPG)!

ASK AT RECEPTION FOR DETAILS!!



We have had a number of concerns about problems you are experiencing with our phone system and a number of comments about our appointment system.

We have considered all comments and we are now in the process of upgrading to a new phone system. A lot more appointments are now available to book online using "Patient access" and we have now made all blood appointments available to book online. If you haven't got a username or password please ask at Reception.

If you are booking a blood test appointment please make sure that you only do so if asked by a GP or Nurse and that the blood form is done by them and available on the system for the phlebotomist on the day, otherwise you may be asked to "re-book" Please do not book anything other than bloods in the blood appointments.

Suggestions/Comments

There is now a Red Suggestion Box next to the patient check in screen at Theale. Please post your comments, suggestions, ideas, likes & dislikes and we will review regularly and feedback. Thank you.



Family and Friends—if patients would recommend us

For April our Family & Friends results were:

173		Extremely likely
78		Likely
19		Not sure
14		Unlikely/Extremely unlikely

DNA Figures—March 2017

15 hours worth of GP appointments & 12.5 hours worth of Nurses appointments were lost due to DNA's.

Saturday Morning Opening in May & June 2017 (appointments only) Open 8.30am to 12.30pm

- Saturday 13th May 2017
- Saturday 3rd June 2017
- Saturday 17th June 2017



Royal Berkshire



NHS Foundation Trust

Community Midwifery Changes, from the 1st of May 2017

At the Royal Berkshire Hospital, we are adopting a new model of working, this is called *The Postnatal Reallocation Model (PRAM)*.

Your midwife will now be working as part of a smaller team, providing a 7day service (8am-4:30pm) to you during and after your pregnancy. Each team will have direct links to a named obstetrician if you require medical support during your pregnancy. Your team will have a *Flower Name* which is "Jasmine" for Theale.

You will be allocated a named midwife from the team, but may sometimes need to see another team member if your midwife is away. So no matter the day of the week you will have a midwife to contact.

Working in smaller teams means we can provide you continuity of carer, in a location close to you, and once your baby is born provide you more support and visits at home.

NHS Zero Tolerance

The practice takes it very seriously if a member of staff is treated in an abusive or violent way.

The practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.

The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted. If removed from the list you will have to register at an alternative practice.

In summary, we will not hesitate to remove patients from our list who:

- are violent or abusive to any practice member
- use or condone threatening or violent behaviour
- cause damage/steal from the practice's premises/staff/patients.

obtain drugs and/or medical services fraudulently.

We ask you to treat your GPs and their staff courteously at all times.

If staff experience abuse over the telephone they will end the call.

Treating your infection

How long is it likely to last?

Middle-ear infection	4 days
Sore throat	7 days
Common cold	10 days
Sinusitis	18 days
Cough or bronchitis	21 days



What you can do to ease your symptoms:

Have plenty of rest,

Drink enough fluids to avoid feeling thirsty

Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both)

Use paracetamol if you or your child are uncomfortable because of a fever.
(Fever is a sign that the body is fighting the infection.)

When to get help:

Contact the GP Practice or NHS 111 for assessment and advice if:

- ◆ you develop a severe headache and are sick
- ◆ your skin is very cold, or has a strange colour or you develop an unusual rash
- ◆ you feel confused or have slurred speech or are very drowsy
- ◆ you have difficulty breathing
- ◆ you develop chest pain
- ◆ you have difficulty swallowing or are drooling
- ◆ you cough up blood
- ◆ you are feeling a lot worse

The body can usually fight the infections listed above on its own but you should seek medical help for babies, young children, the elderly or if you have another condition as well, such as diabetes or heart disease.



Translation/Interpretation

Is English your second language?

Do you have difficulty understanding the leaflets and information we use?

Do you have difficulty communicating with our doctors and/or nurses?

If so we may be able to translate most of our surgery information, using Google Translate, into more than 90 languages.

We can also request an interpreter from Reading Council to translate for you during your appointments.

If you need an interpreter please inform reception when you book your appointment, a minimum of two weeks is needed for us to request this service for you.

Please ask at reception for further information.

Thank you

Tłumaczenie / Tłumacze

Czy angielski jest Twoim drugim językiem?

Czy masz trudności ze zrozumieniem ulotek i informacji, z których korzystamy?

Czy masz trudności z komunikacją z lekarzami i / lub pielęgniarkami?

Jeśli tak, możemy przetłumaczyć większość naszych informacji dotyczących operacji, używając Google Translate w ponad 90 językach.

Możemy również poprosić tłumacza z Rady Czytelniczej, aby tłumaczył Ci podczas swoich spotkań.

Jeśli potrzebujesz tłumacza, prosimy o informację o przyjęciu podczas rezerwacji terminu, potrzebny jest co najmniej dwa tygodnie, abyśmy poprosili o taką usługę.

Więcej informacji można uzyskać w recepcji.

Dziękuję Ci

Tradução / Interpretação

O inglês é seu segundo idioma?

Você tem dificuldade em entender os folhetos e informações que usamos?

Você tem dificuldade em se comunicar com nossos médicos e / ou enfermeiras?

Se assim for, poderemos traduzir a maioria das nossas informações cirúrgicas, usando o Google Translate, em mais de 90 idiomas.

Podemos também solicitar um intérprete do Reading Council para traduzir para você durante suas nomeações.

Se necessitar de um intérprete, por favor informe a recepção quando fizer a sua consulta, um mínimo de duas semanas é necessário para que possamos solicitar este serviço para si.

Por favor, pergunte na recepção para obter mais informações.

Obrigado

ترجمہ / ترجمانی

انگریزی تمہاری دوسری زبان ہے؟

آپ کو مشکل کتابچے اور ہم استعمال کرتے ہیں معلومات کو سمجھنے کی ضرورت ہے؟

آپ ہمارے ڈاکٹروں اور / یا نرسوں کے ساتھ بات چیت مشکل ہے؟

اگر ایسا ہے تو ہم اپنے سرجری کی معلومات کے سب سے زیادہ، 90 سے زائد زبانوں میں، استعمال ترجمہ کرنے کے قابل ہو سکتے ہیں۔

ہم نے بھی آپ کی تقریروں کے دوران آپ کے لئے ترجمہ کرنے کے لئے پڑھنا کونسل کی جانب سے ایک ترجمان کی درخواست کر سکتے ہیں۔

آپ کو آپ کی تقرری کتاب جب آپ ایک مترجم استقبالیہ مطلع کریں کی ضرورت ہے، دو ہفتوں کی کم از کم ہمیں آپ کے لئے اس کی خدمت کی درخواست کرنے کے لئے کی ضرورت ہے۔

مزید معلومات کے لئے استقبالیہ میں براہ کرم دریافت کریں۔

آپ کا شکریہ

MIKE GREEN PHOTOGRAPHY

Mike Green Photography provides a high quality comprehensive and creative photographic service with an emphasis on personal customer care and satisfaction.

Mike offers a wide-range portfolio encompassing:

- Commercial
- Corporate
- Creative portraiture

Our thanks to Mike Green for his offer which we took and we now have new staff photo's displayed on the waiting room TV screen and website.

Mob—07947823123

Email—info@mikegreenphotography.com

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We are please to announce that a group of us from TMC are doing the Race For Life on Sunday 16th July 2017.

If you would like to sponsor the team please speak to Reception.

