

# GREENSAND SURGERY NEWSLETTER - JANUARY 2010

## A BIG THANK YOU!



Once again the surgery was overwhelmed by your generosity at Christmas. We have never had so many boxes of chocolates, biscuits, wine, flowers and cards. It always amazes us that at such a busy time you think of us in such a kind way. We would like to thank you all individually, but hope you'll accept this big **THANK YOU!** from all the staff and doctors.

## DID YOU KNOW?

### YOU CAN PRE-BOOK AN APPOINTMENT ONE MONTH IN ADVANCE?

We offer a percentage of appointments that you can book a month in advance. So if you prefer to see a specific GP or don't have to be seen on the day please book one of these appointments

The Practice Nurse appointments are all available to pre-book so if you need a pill check, smear, dressing or vaccination, please book in advance. The receptionist will ask what it is for as some procedures need a longer appointment.

### YOU CAN BE SEEN ON THE SAME DAY

All GPs have on the day appointments for those patients who need to be seen the same day. We also have qualified Nurse Practitioners who can deal with Minor illness and prescribe.

### NORMAL APPOINTMENT TIME IS 10 MINUTES

We would like to ask our patients to prioritise only one or two problems to be discussed at each appointment. As this will help the Practitioner run to time. We apologise that sometimes the GPs/Nurses run late due to another patient needing more time.



## PATIENT FEEDBACK ON GP PRACTICES: NEW FEATURES LAUNCHED

Patients can now post online feedback on their GP practice, and read the views of others, on NHS Choices. Users can rate their practice on how easy it was to make a convenient appointment and whether they feel they were treated with dignity and respect. Text boxes allow patients to provide more detail about their experience, and practices can post responses to each comment.

[www.nhs.uk](http://www.nhs.uk)



## PHLEBOTOMY SERVICE

There are changes to our phlebotomy services due to long-term sickness. Clinics on a Thursday morning at Wilstead have been cancelled and we would appreciate if patients can travel to Ampthill where possible, as there are only a limited number of appointments to offer at Wilstead on a Tuesday morning. Michelle will be covering clinics at Ampthill on a Tuesday and Friday morning or you can go to Bedford Hospital: South Wing 8.30am – 4.45pm (Monday to Friday) or North Wing 9.00am – 4.14pm (Monday to Thursday).

## CHANGED YOUR ADDRESS

If you have changed your address can you please inform the hospital if you have recently been referred. Thank you

## DR MARSHALL RETIRING

We sadly have to say 'Goodbye!' to Dr Marshall, our Salaried GP, who is leaving the practice at the end of March. We will miss working with him but wish him a happy and fulfilling retirement.

We are currently in the process of recruiting for a replacement for this position.



## CONGRATULATIONS

To Dr Truckle and his partner Claire on the birth of their baby boy who was born on 16<sup>th</sup> December 2009.

# PATIENT PARTICIPATION GROUP INFORMATION

## Atrial fibrillation Published by Bupa's health information team

I hope article is useful to those of you who would like some information about this condition. Anne (PPG Member)

This fact sheet is for people who have atrial fibrillation or who would like more information about it.

Atrial fibrillation is a type of abnormal heartbeat (an arrhythmia), in which your heart beats in an irregular way, causing it to pump inefficiently. It happens when the electrical impulses controlling your heartbeat become disorganised.

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### About atrial fibrillation

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Your heart is a muscular pump, responsible for delivering blood to the rest of your body. When your heart doesn't beat in a normal way, it can't do this as efficiently. In atrial fibrillation, the heart beats irregularly, and often too fast. Atrial fibrillation mostly occurs in older people, affecting about four in 100 people over the age of 65, although it can happen in younger people as well.

#### What happens in atrial fibrillation?

Your heartbeat is controlled by electrical impulses, which travel through the heart making it contract. The impulses travel from the atria (the upper chambers of the heart) to the ventricles (the lower chambers) through an area called the atrioventricular (AV) node. The AV node helps to synchronise the pumping action of the atria and ventricles.

Atrial fibrillation occurs when the electrical impulses in the atria become disorganised, overriding the heart's normal rate and rhythm. This causes the atria to contract in an irregular manner or 'fibrillate'.

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### Symptoms of atrial fibrillation

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Symptoms may include:

- palpitations (you become aware of your heart beating faster or in an irregular way)
- chest pain or discomfort
- shortness of breath
- dizziness and light-headedness

Many people with atrial fibrillation only have mild symptoms, or don't have any symptoms at all.

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### Complications of atrial fibrillation

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Atrial fibrillation can lead to a blood clot forming in your heart. This is because your blood is not able to flow properly through your heart. If a clot forms, it can travel to your brain and cause a stroke. Because of this, people with atrial fibrillation are five times more likely to have a stroke than people without the condition. If you have atrial fibrillation, you may need anticoagulant medicine (such as aspirin or warfarin) to prevent a clot forming.

However, no cause is found in approximately 12 percent of people with the condition

### Find the sentence

let please know  
can't you  
us appointment  
keep your if

Put these 10 words in their correct order.

There are no prizes for this – **just a “thankyou” if you already do this.**

A gentle reminder for those of you who don't.

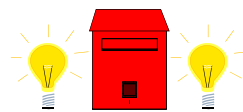
Tips to help you remember your appointment:

Write it in your Diary or on you Calendar.  
Write yourself a message  
Tell a family member or friend to remind you.  
Telephone the surgery to check your appointment details.

Patients who are “technologically gifted” can programme a PC or Mobile phone to remind you.

You can let us know by telephone 01525 631391  
Or on [www.greensandsurgery.co.uk](http://www.greensandsurgery.co.uk)

Anne (PPG member)



### SUGGESTION BOX

Please let us know of any comments or suggestions you wish to make and post them in the box provided; this is in the waiting room. We welcome any ideas on how we can improve our services to you. We will not necessarily get back to

you, but we will consider any useful suggestions and update you via our practice Newsletter and Patient Participation Group.

## PPG CHRISTMAS RAFFLE 2009 -DRAWN ON

MONDAY 21 DECEMBER 2009.



Once again many thanks to you all for taking part and your steadfast support considering the very difficult economic times we are all currently facing.

This year we raised a grand total of £362-00 !  
A wonderful effort on your behalf.

Also a special thanks to those patients who just kindly made varying donations without taking their full quota of raffle tickets - you know who you are!

A very kind gesture indeed.

The proceeds of this raffle will be donated to the Patient Participation Group and will contribute towards it's running costs and any events held for patients during the year 2010. Also, it is the group's intention to fund any items required to improve patient facilities associated with the Surgery.

This year's raffle comprised of no fewer than 13 prizes. The lucky winners have all been informed and most collected their prizes from the Surgery before Christmas.

The winning ticket numbers were as follows:-

<u>Prize No.</u>	<u>Ticket No.</u>	<u>Colour.</u>	<u>Serial No.</u>
1st Prize	436	White	AN7E2C4C
2nd	387	Grey	KQ28HU57
3rd	318	Pink	AG1P3Z4G
4th	394	Orange	AN8Q9C43
5th	296	Green	AT1H6Z4K
6th	196	Pink	AG1P3Z4G
7th	253	Green	AT1H6Z4K
8th	221	Orange	AN8Q9C43
9th	563	Orange	L4565W53
10th	147	Pink	AG1P3Z4G
11th	319	Grey	KQ28HU57
12th	476	Orange	AH576502
13th	715	Grey	LR6RRW52

As you will appreciate this raffle could not take place each year without the kindness and

generosity of local people and businesses who always support this event so admirably.

Our gratitude this year goes The Dew Drop Inn,Bradley's Quality Dry Cleaning,The Prince Of Wales,Fratelli,Donatello's,Arena,The Chequers,The Cottage Bakery,Waitrose,2 members of the Patient Participation Group and a member of this Surgery!

Many thanks to all the above.

Once again a sincere thank you and a very HAPPY NEW YEAR to you all.

**A little bit of humour during the dull winter days. For those of us who are chronologically gifted!**

**Enjoy. Anne PPG Member.**



LAUGH A LITTLE ( A special poem for senior citizens)

A row of bottles on my shelf  
Caused me to analyze myself.  
One yellow pill I have to pop  
Goes to my heart so it won't stop.  
A little white one I take  
Goes to my hands so they won't shake.  
The blue ones that I use a lot  
Tell me I'm happy when I'm not.  
The purple pill goes to my brain  
And tells me that I have not pain.  
The capsules tell me not to wheeze  
Or cough or choke or even sneeze.  
The red ones, smallest of them all,  
Go to my blood so I won't fall.  
The orange ones, very big and bright  
Prevent my leg cramps in the night.  
Such an array of brilliant pills  
Helping to cure all kinds of ills.  
But what I would to know...  
Is what tells each one where to go!  
Author Unknown

There's always a lot to be thankful for it  
You take the time to look for it. For example.  
I'm sitting here thinking how nice it is  
That wrinkles don't hurt...

**WANT A COPY TO TAKE AWAY?**

If you would like a black & white copy of this Newsletter to take away, please ask at reception.

