

# TILEHURST SURGERY 'the potteries'

## Newsletter Winter 2019/20

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### **Staff News**

In December we bade a fond farewell to Partnership Manager Desiree Warren.

Desiree was at the helm here for 8 years and oversaw a number of big changes and improvements.

We wish her all the best as she pursues a new venture focussing on coaching.

David Griffin replaces her as Partnership Manager from 1<sup>st</sup> January.



### **Tilehurst Surgery Goes Green**

As we are sure you are all aware with plastic in our oceans, endangered species, catastrophic floods and raging forest fires, Climate Change is upon us all and although it will take international agreements to fully tackle, it seems crazy not to be doing as much as we can locally.



As a surgery we have therefore been thinking about what we use, how we can recycle, reuse and reduce our waste and therefore contribute to a better, more sustainable environment locally for all of us. We hope this might encourage you and give you some ideas.

- We are looking at all supplies coming into the building and trying to move to Fairtrade as much as possible, we are looking into restoring milk bottle delivery to reduce cartons and we are trying to reduce use of single plastics and have replaced plastic cups for water with glasses.
- We are improving our recycling of waste, switching to low energy lighting and looking at alternative energy providers.
- We are reducing our use of paper and computer ink by trying to limit what we do print out and when we do, printing double sided rather than single sided.
- You may have noticed that increasingly we are sending you text messages about appointments or results if we have your mobile number. Please let us know if you don't want to receive either.
- We are also making all our forms available through our website ([www.tilehurstsurgery.co.uk](http://www.tilehurstsurgery.co.uk)) where you can also order your medications, sick notes, ask about travel vaccinations and send us feedback or updates.
- Did you know 73 million inhalers are prescribed every year in the UK? Not disposing of them correctly can be harmful to the environment. The good news is that your inhalers can be correctly recycled - just take them to one of the following pharmacies: Triangle, Tilehurst, Grovelands and Boots Meadway
- If you have out of date/unused/non-returnable nursing stuff such as dressings, pads etc. then please return them to our District Nurses or drop them in at the surgery, as we can reuse them or send them on to developing countries who need it.
- Only order the repeat meds you need to avoid waste.

Let's all try and do our bit.



## Oh it's just a 'domestic', everyone argues

But he didn't hurt her ..... If it was that bad, she'd leave ..... She provoked him .....  
He'd just had a few too many ..... But he's a good Dad, it doesn't affect the children.....

These are just some of the comments people and even the victims of domestic violence and abuse (DVA) will frequently say. Sadly the Christmas period, when we all have high expectations of happy family get-togethers, sees a rise in the number of DVA incidents.

The law has recently been changed and now recognises that domestic abuse is not just limited to physical violence. It includes controlling or coercive behaviour by anyone who is or has been an intimate partner or family member. So this might include not being allowed to use your own money, being forced by your partner to have sex, not being allowed to see friends or family, being put down all the time, threatened with violence or not being able to see your children, being forced to obey your partner's rules, being tracked or stalked, being told what you are allowed to wear. It also includes forced marriage and honour based violence.

DVA knows no discrimination. It happens in straight relationships, same sex relationships, across all religions, ethnicities, social classes and ages. However, women are mainly the victims and they are much more likely to be hurt and killed than situations where they are the perpetrator. One in four women (25%) are or have been in an abusive relationship and tragically on average 2 women are killed every week in the UK.

There is plenty of evidence to show that the stress of being in an abusive relationship comes out as physical symptoms and illness. Victims have much higher levels of feeling pain, dizziness, anxiety, depression and not surprisingly are more likely to use alcohol or drugs to block it all out or even to attempt suicide.

Sadly children are affected too, even if one tries to hide it from them and it shows up as anxiety, depression, bad behaviour, bed-wetting and eating problems.

If you think you are in an abusive relationship, it is NOT your fault and there is help. If it is safe to do so, please let your doctor or let any member of staff at the surgery know.

Or you can contact **Berkshire Womens Aid 0118 950 4003** or **W. Berks Service 0800 731 0055**

If you are a male victim **Men's Advice Line 0808 801 0327**

If you are experiencing honour based abuse **Karma Nirvana 0800 5 999 247**

If you are worried about **forced marriage 0207 008 0151 (9-5pm) 0207 008 1500 (out of hours)**

**National Domestic Violence Helpline 0808 2000 247**

If you are in immediate danger call **999**

If you think your behaviour is abusive and would like to change please call **Respect 0808 802 4040**

## Text Messaging Service



By providing the Practice with your mobile telephone number, you are consenting for us to contact you in this way for the purposes of appointment confirmation/reminders; annual review invitations and in some cases test results.

You can opt out of this service at any time if you would prefer not to receive text messages from the Practice, just let a member of the reception team know, or send us a message through our website [www.tilehurstsurgery.co.uk](http://www.tilehurstsurgery.co.uk)

Please ensure we have an up-to-date mobile number for you on our system so that you can enjoy the benefits of this service.

### Tilehurst Surgery Walking Group

Walking is a great way to get fit, explore what's on your doorstep and make new friends.

Join our fortnightly walks on Monday mornings, leaving at 10.30am from the garden of the Tylers Rest Pub, for a gentle 30 min walk around the local area. Many of the walkers then gather for a coffee and chat in the Pub after the walk.

#### Upcoming dates:

13 & 27 January  
10 & 24 February  
9 & 23 March



### Local Stroke Support Group

A support group for stroke survivors and their family/carers

The group meets every second Wednesday of the month, 1.30 – 3.30 pm at The Latter-Day Saint Chapel, 280 The Meadway. Leaflets with further details are in reception.

#### Forthcoming meeting dates:

Wednesday 12<sup>th</sup> February  
Wednesday 11<sup>th</sup> March  
Wednesday 8<sup>th</sup> April

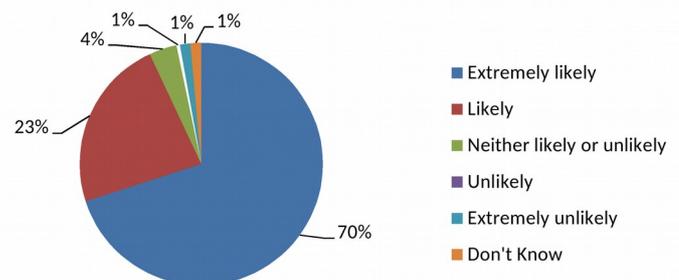


### Patient Feedback

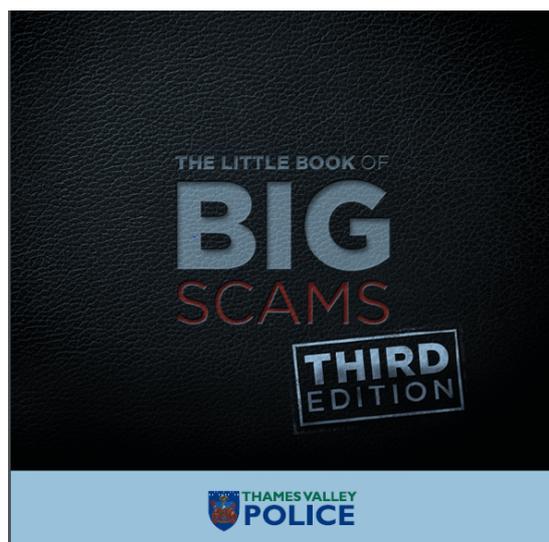
Thank you to everyone who completed the Friends & Family questionnaire and took time to give us specific feedback.

In the period Oct - Dec 2019 we had a total of 1033 responses, of which 93% were either extremely likely or likely to recommend us to friends and family.

#### How Likely Are You To Recommend The Surgery To Friends & Family?



## Little Book Of Big Scams



Thames Valley Police have produced this handy booklet explaining different types of fraud, handy hints on how to protect yourself and guidance on what to do if you do get scammed.

It can be downloaded from the following link:  
<https://www.thamesvalley.police.uk/SysSiteAssets/media/downloads/central/advice/thames-valley/fraud/little-book-big-scams.pdf>

## Housing / Homelessness Support

Launchpad is Reading's leading homelessness prevention charity, providing vital information and support for individuals, couples and families who don't have a stable place to live or are at risk of losing their home.

You can contact them in a number of ways and you don't need a referral.

- ❖ In person: At their drop in surgery on Mondays, Wednesdays and Fridays 10am - 2pm at The stables, 1A Merchants Place, Reading, RG1 1DT
- ❖ By phone: 0118 929 1111 9am - 5pm
- ❖ Email: [support@launchpadreading.org.uk](mailto:support@launchpadreading.org.uk)

Further information is available  
<https://www.launchpadreading.org.uk/>



## Patient Participation Group (PPG)



Tilehurst Surgery currently has a small PPG Group who meets around 6 times a year. The aims of the PPG are:

- To provide the Doctors with strategic advice about the healthcare needs of our local community.
- Assist with Health Promotion.
- Ensure that all patients are kept fully informed of the effect on the Surgery of NHS changes.
- Help to promote Volunteer Services.
- Fundraising for the Surgery.

If you are interested in becoming a member of the PPG please ask at reception, pick up a leaflet in the lobby, or look on our website [www.tilehurstsurgery.co.uk](http://www.tilehurstsurgery.co.uk)