

DR E V FEATHERSTONE  
DR A B MALONEY  
Dr K J BADHAM  
Dr K BEALE  
Dr M DEGNAN  
Dr C CHRISTIE  
DR H CLARKE  
DR M GOUGH  
DR Y OHLSSON



EASTFIELD HOUSE  
6 ST JOHNS ROAD  
NEWBURY  
BERKSHIRE  
RG14 7LW

TEL: (01635) 41495  
FAX: (01635) 522751

[www.eastfieldhousesurgery.co.uk](http://www.eastfieldhousesurgery.co.uk)

## Eastfield House Surgery Newsletter – Summer 2018



### In this newsletter:

Patient Participation Group, Practice Management, Hot Weather Advice,  
Patient Reminders: Cancelling Your Appointment/DNAs,  
Surgery Car Park, Surgery Opening Hours, Patient Contact Details

### Patient Participation Group (PPG)

The last PPG meeting was held on 26<sup>th</sup> July at the surgery. The meeting was chaired by Dr Matthew Degnan and was, again, well attended. The minutes of the meeting are now available on the practice website or please ask for a copy at reception.

The next meeting will be held on Thursday 18<sup>th</sup> October at 6.30pm and will include a presentation on Lifestyle Medicine by Dr Yasmin Ohlsson. Everyone is welcome so please do come along.

### Practice Management

We would like to welcome Liz Pope into her new role as Practice Manager at Eastfield House Surgery. Liz succeeds Julia Anderson who retired as Practice Manager on 30<sup>th</sup> June 2018.

### Hot Weather Advice

Some simple tips for coping in the hot weather:

- Have cool baths or showers, and splash yourself with cool water.
- Drink cold drinks regularly, such as water and diluted fruit juice.
- Stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day)
- Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- Listen to alerts on the radio, TV and social media about keeping cool.

- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing and a hat and sunglasses if you go outdoors.
- Don't forget to check up on friends, relatives and neighbours who may be less able to look after themselves.

For more help and advice about keeping safe and cool during the hot weather please visit:

<https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>

## **Patient Reminders:**

### **Cancelling Your Appointment/DNAs**

In the last 3 months 690 appointments at Eastfield House were wasted due to patients not turning up for their appointments and not cancelling them.

This means that more than 115 hours of clinical time was lost between May and July.

DNAs by month:	May 2018	204
	June 2018	231
	July 2018	255

**PLEASE IF YOU DON'T NEED YOUR APPOINTMENT CANCEL IT**

### **Surgery Car Park**

The SURGERY CAR PARK IS CLOSED to all patients before 4pm except those with a Blue Badge and those being dropped off or picked up by taxi. If you park in the car park without displaying a Blue Badge, you will be asked to move your car as you may be blocking a GP from going out on a visit or restricting access for an ambulance arriving to take someone to hospital.

### **Opening Hours**

Our core opening hours are 8.00am to 6.30pm Monday to Friday. In addition we are open to 8.00pm on Tuesdays and Thursdays each week and on two Saturday mornings each month.

**Please note:** our phone lines are not open on a Saturday morning, so if you require urgent help on a Saturday morning please call 111 for advice or 999 in an emergency.

### **Don't Forget to Update Your Contact Details!**

Please remember to let us know if you move, change your phone number or change your email address. It is important that we have your up to date details for when we need to contact you.

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