Ridgeway View Family Practice Patient Newsletter

Wroughton & Chiseldon

**Wroughton Health Centre & Station House Surgery, Chiseldon**

WE WELCOME NEW PATIENTS

**Wroughton Health Centre is open**

**Monday to Friday 8am to 6.30pm**

**Station House Surgery, Chiseldon is open**

**Monday to Thursday 8am to 6.30pm**

**Friday 8am to 6pm**

**Receptionists are here to take your phone calls for both surgeries from 8am**

**Tel: 01793 812221 (Wroughton) Tel: 01793 740276 (Station House Surgery) www.ridgewayviewfamilypractice.co.uk**

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**At our Wroughton surgery we are also open on a Saturday morning every 2nd Saturday of the month and we hold an early surgery from 7:15am every week.**

***Nurse and blood appointments are available from 7am every Tuesday and Thursday at***

***Wroughton Health Centre***

**CQC Report**

Our CQC inspection took place on 11th December 2018. The overall rating

For Ridgeway View Family Practice is listed below.

The full report can be found on our website [www.ridgewayviewfamilypractice.co.uk](http://www.ridgewayviewfamilypractice.co.uk)

Or on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)

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| **Ridgeway View Family Practice Inspection Report** | | |
| Overall rating for this site | GOOD | **C:\Users\mandy.atherton-ham\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R8O217DZ\220px-Green_pog.svg[1].png** |
| Are services safe? | GOOD | **C:\Users\mandy.atherton-ham\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R8O217DZ\220px-Green_pog.svg[1].png** |
| Are Services effective? | GOOD | **C:\Users\mandy.atherton-ham\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R8O217DZ\220px-Green_pog.svg[1].png** |
| Are services caring? | GOOD | **C:\Users\mandy.atherton-ham\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R8O217DZ\220px-Green_pog.svg[1].png** |
| Are services responsive? | GOOD | **C:\Users\mandy.atherton-ham\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R8O217DZ\220px-Green_pog.svg[1].png** |
| Are services well-led? | GOOD | **C:\Users\mandy.atherton-ham\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\R8O217DZ\220px-Green_pog.svg[1].png** |

Winter 2019

*Fundraising Event*

Ridgeway View Family Practice recently held a Christmas charity event in

aid of Children with Cancer

The Practice would like to say a big thank you to all staff that organised the event and to all local businesses for generously donating raffle prizes to such a worthy cause.

The Practice team during the Christmas period raised £158.20 from Staff by holding a Christmas Raffle and Festive Jumper Wearing day.

THANK YOU

Further information about Children with Cancer please visit their website

www.childrenwithcancer.org.uk



**www.ridgewayviewfamilypractice.co.uk**

**Patient Participation Group**



Are you interested in joining our Participation Group?

Help us shape the future of your healthcare

How can we improve our services?

The purpose of this group is to help our patients to make positive suggestions on improving healthcare services and the facilities that we provide to our patients.

To join this group you must be over 18 years of age and be registered at our surgery.

As a member of our PPG this will allow you to contact us with your ideas and suggestions for improvement.

Additionally we may ask you from time to time to take part in our online surveys and attend group meetings here at the Practice allowing us to seek your opinion on various topics.

If you are interested in taking part or would like to know more:

* Contact Rachael Muburi (Organisational Manager) for more information
* Complete the interest form than can be found on our website.

We look forward to hearing from you.

**Come and join us**

You are all warmly invited to join our PPG in which we want to:

- Find out how your views and experiences of our Practice can be gathered

- Help you know what information is already gathered and can be used

- Explore how working with our Practice can help make a difference

- And more....

**Practice News**

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***Welcome to***

Lynn – Receptionist

Amy - Receptionist

Nichola - Receptionist

Pam – Receptionist

Dr Papenfus (Locum)

Dr Hanson (Locum)

Amanda McBurnie – Health Care Assistant

**Congratulations to**

Dr Harper who has completed his GPR training with us and will be leaving the Practice on 5th February 2019.

**Minor ailments and common conditions your pharmacy can help with**

Every year, millions of us visit our GP with minor health problems that a local pharmacy could help with.

By visiting your pharmacy instead of your GP, you could save yourself time, there is no need to book an appointment, just walk in. This also means your GP can focus on treating people who are more unwell than you.

Pharmacists can help recognise and treat many common illnesses. They can give advice and where appropriate, recommend over-the-counter medicines.

If the Pharmacist thinks you need to see a GP for your illness, they will advise you to make an appointment at the surgery.



***NOT HAD YOUR FLU VACCINATION YET?***

Flu clinics have been running for several months now, if you are eligible and have yet to make an appointment or attend our drop in clinic please book your appointment at reception.

The influenza vaccine is offered to the following groups of people:

1. all those aged 65 years and over
2. all those aged 6 months or over in a clinical risk group (see below)
3. those living in long-stay residential care homes or other long-stay care facilities
4. those who are in receipt of a carer’s allowance, or those who are the main carer of an elderly or disabled person whose welfare may be at risk if the carer falls ill.

Clinical Risk Groups:

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| --- | --- |
| * Chronic respiratory disease, including asthma, on regular preventative treatment * Chronic renal disease * Chronic neurological disease, including stroke and transient ischaemic attack (TIA) * Those with hereditary and degenerative diseases of the Central Nervous System | * Chronic heart disease * Chronic liver disease * People with impaired immunity due to disease or treatment * Individuals with Multiple Sclerosis and related conditions * Diabetes |

**To book your appointment or if you have any queries about your eligibility to**

**receive the flu vaccine, please ask at reception.**

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**Follow these tips to keep you and your family warm and well in extremely cold weather.**

To keep warm and well during periods of cold weather:

* Keep curtains drawn and doors closed to block out draughts.
* Have regular hot drinks and at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
* Wear several light layers of warm clothes (rather than one chunky layer).
* Keep as active as possible.
* Wrap up warm if you need to go outside on cold days.

Keep your main living room at around 18-21°C (64-70°F), and the rest of the house at least 16°C (61°F). If you can’t heat all the rooms you use, heat the living room during the day and the bedroom just before you go to sleep.

The Department of Health's [Cold Weather Plan](http://nww.nhs.uk/Livewell/winterhealth/Documents/cold%20weather%20plan.pdf) gives more information on how cold weather affects health and gives advice on what to do in cold weather emergencies.

## **Icy conditions**

Icy pavements and roads can be very slippery. Take extra care if you go out and wear boots or shoes with good grip on the soles. The Met Office advises putting grit or cat litter on paths and driveways to lessen the risk of slipping. It adds that you should wait until the roads have been gritted if you're travelling by car. The Highways Agency offers useful advice on [travelling in snow and freezing conditions](http://www.highways.gov.uk/).

Bear in mind that black ice on pavements or roads might not be clearly visible, and that compacted snow may turn to ice and become slippery.

## **Weather warnings**

The Met Office provide the weather forecasts for broadcasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather. Severe weather warnings are also issued on the Met Office website [www.metoffice.gov.uk](http://www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html), or you can ring the customer centre on 0870 900 0100

## **Look out for others**

Check up on friends, relatives and neighbors who may be more vulnerable to cold weather. Cold weather is especially dangerous for older people or people with serious illnesses, so check up on them if you can. Read up on how to spot and treat [hypothermia](http://nww.nhs.uk/conditions/Hypothermia/Pages/Introduction.aspx)

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