Welcome to the Heywood Family Practice Newsletter.

This Newsletter is produced 3 times per year in January, May and September and allows us to share general Practice information and advise you of specific surgeries and clinics.

In order to ensure that all future editions of the Newsletter contain information that you would like to see included, please feel free to contact me with your suggestions (my contact details are shown on the back page).

I thought it would be a good idea to include a regular section where we provide information on important health issues. In this issue we have decided to focus on “Strokes” – full details can be found on page 2.

I have also taken the opportunity to set out the services that we offer here at the Surgery and these are listed on page 3.

Gary Colosimo
Practice Manager

Team News:

• As I am sure most of you will already know, Dr. Rebecca Thurtle, who joined the team permanently in March, is now using her married name - Dr. Rebecca Haggitt.

• On alternate Wednesday mornings, Angela Stinchcombe, our Pharmacist Independent Prescriber, runs a cholesterol clinic where patients can book 20 minute appointments to discuss any aspect of their care or treatment around cholesterol. For more information, please collect a leaflet from Reception.

Missed appointments:

We are a very busy Surgery and demand for appointments is high. If you know that you are not going to be able to keep your appointment, even if it is at the last minute, please telephone Reception on 01275 372105 to cancel. We will then be able to offer that appointment to someone else.

During the course of 2009, 779 Patients failed to keep their appointment without letting us know.

So far this year the figures are:

January: 54
February: 48
March: 66
Focus on Stroke – when Stroke strikes act F.A.S.T.

What is a Stroke?

A stroke is a ‘brain attack’ caused by a disturbance of the blood supply to the brain. There are two main types of stroke, which require different types of treatment:

Ischaemic Stroke
The most common form of stroke. It is caused by a clot - narrowing or blocking blood vessels so that blood cannot reach a particular area of the brain. This leads to the death of brain cells due to a lack of oxygen.

Haemorrhagic stroke
Caused when a weakened blood vessel in the brain bursts. This produces bleeding into the brain, which leads to damage.

What is a TIA?

Transient ischaemic attack (TIA) is also called ‘mini-stroke’. It is similar to a stroke and has the same signs, however, it gets better within 24 hours. Although it could be a warning sign of a more serious stroke and it is vital that it gets the same F.A.S.T. action by calling 999.

You may have seen this in the media but we wanted to check that you knew the F.A.S.T. approach.

F ace: Has their face drooped or look fallen on one side? Can they smile?
A rms: Can the person raise both arms?
S peech: Can the person speak clearly and understand what other people are saying?
T ime: Time to call 999 if you see any of these signs

Obviously, preventing a stroke from happening in the first place is hugely important. The risk factors are:

- Smoking
- High Blood Pressure
- High Cholesterol
- Diabetes
- Stroke in the family
- Irregular heartbeat
- Exceeding the recommended daily alcohol limit

For more information go to: http://www.nhs.uk/Actfast/Pages/stroke.asp
Services we offer:

**Asthma Clinic**
Asthma patients are reviewed regularly by an Asthma Nurse but patients may contact her directly at the Surgery if they have a problem.

**Blood Testing Clinic**
These Clinics are held each day Monday to Thursday between 9.00am and 11.00am. Most blood tests must be carried out in the morning.

**Child Health Immunisations**
Infant development is monitored by Health Visitors and the Doctors. Children’s immunisation sessions are held at the Surgery every Tuesday between 1.30pm and 2.00.

**Chronic Heart Disease Clinic**
Annual checks are carried out by our Coronary Heart Disease Nurse, for all patients with a past history of heart disease.

**Counselling**
Referrals to the Positive Step Counselling Service can be arranged through your Doctor.

**Diabetes Clinic**
Diabetic patients are reviewed regularly by the Diabetes Nurse but patients may contact her directly at the Surgery if they have a problem.

**Family Planning**
You can see your Doctor during Surgery hours for a full confidential service.

**Health Promotion Clinics**
- Support to stop smoking
- Heart & Stroke Prevention
- Support with Weight reduction
- Hypertension
- Travel Advice (full details later in list)
- New Patient Checks

**Maternity Care**
Please make arrangements to be seen early in pregnancy. Antenatal clinics are held by the Community Midwife here at the Surgery every Wednesday.

**Minor Illness Clinic**
Our Nurse Practitioner, Bron Case, has been trained to see patients with non-serious illnesses (except for children under 14). Her clinics are held on Monday, Wednesday and Thursday mornings for sore throats, ear ache, colds and flu, tummy bugs, urine infections, insect bites, infected fingers or toes, cuts and bruises and emergency contraception.

**Minor Surgery**
Minor Surgery appointments can be made after discussion with your Doctor and must be pre-arranged.

**Travel Advice**
Please complete the travel questionnaire (which can be obtained either from the Surgery or from our website – heywoodfamilypractice.nhs.uk) as soon as you know your date of travel and make an appointment to see Jenny Angell, Practice Nurse, in our Travel Clinic. This enables Jenny to obtain appropriate consent for vaccinations from the Doctor and saves you time!
Contacting the Surgery:

Surgery phone lines are open Monday to Friday from 8am to 6.30pm

**Reception/Appointments – 01275 372105**

Available Monday to Friday between 8am - 12.30pm and 2pm – 6.30pm

This is the main Surgery line and is extremely busy between 8am and 11am, particularly on a Monday or the day after a Bank Holiday. Therefore, unless you are calling for an urgent, same day appointment or a home visit, please avoid these times if you can.

**Results - 01275 377982** – Available Monday to Friday from 10am – 3pm **only**

If you call outside of these times or where a Results Co-ordinator is not available to take your call, please leave a message and we will respond within one working day.

**Practice Secretaries – 01275 377980**

**Practice Manager** – Gary Colosimo – 01275 377988 / gary.colosimo@GP-L81085.nhs.uk

**Out of Hours – 0845 121 0235** – When the Surgery is closed please call this number for urgent medical attention.

**Other Useful Numbers**

- Community Nurses 01275 374044
- Bristol Royal Infirmary 0117 9230000
- Frenchay Hospital 0117 9701212
- Southmead Hospital 0117 9505050
- Bristol Royal hospital for Children 0117 9276998
- Clevedon Hospital Outpatients 01275 872212
- Clevedon Hospital X-ray Dept. 01275 342571

And finally.........

- Don’t forget that we now have the facility to book appointments on-line via our website – heywoodfamilypractice.nhs.uk
- We offer late surgeries on alternate Monday, Tuesday and Wednesday evenings and an early surgery every Thursday morning.
- Remember that when the Surgery is closed, medical services are provided by our Out of Hours Provider – Harmoni.

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This Newsletter is sponsored by the Easton-in-Gordano, Pill & Ham Green Community Forum & CHEER