

THE CHESTNUTS SURGERY



The Chestnuts Surgery
45 Thwaite Street
Cottingham
East Yorkshire
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Your Surgery—Your Health—
Our Service
“A Caring Partnership”

Find us on the Internet at
www.thechestnutssurgery.co.uk

Your Surgery Consulting Hours...

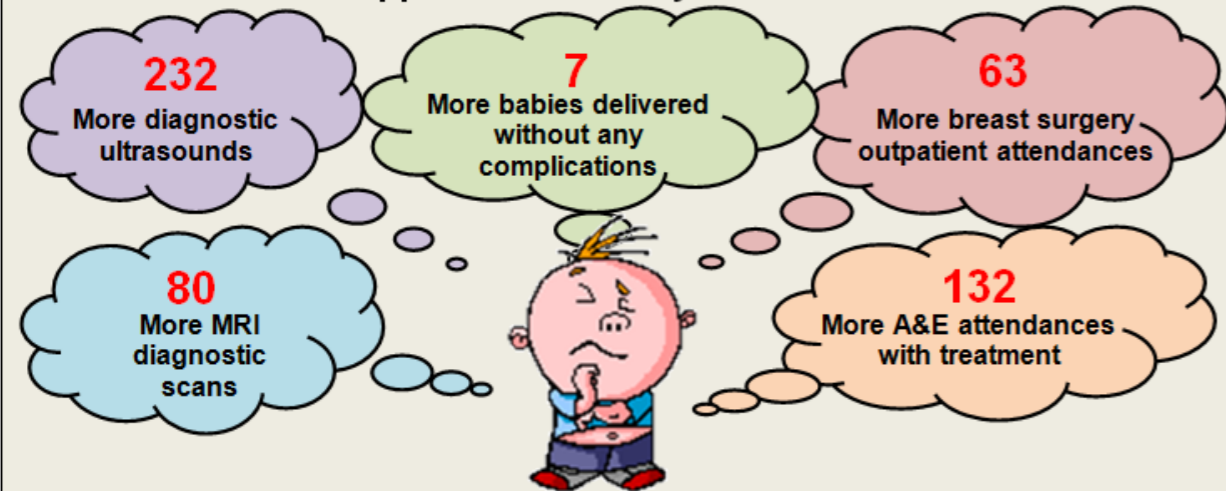
Day	Morning	Type	Afternoon	Type
Mon	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Tue	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Wed	09:00—12:00	Open*	15:30—17:30	Pre-Booked**
Thu	08:30—09:00	Pre-Booked**	Closed	Closed
Thu	09:00—12:00	Open*	Closed	Closed
Fri	08:30—09:00	Pre-Booked**	15:30—17:30	Pre-Booked**
Fri	09:00—12:00	Open*		

* Patients for open surgery must arrive between 09:00 & 10:00am to be guaranteed an appointment the same day. Patients arriving between 10 and 12 will only be offered an appointment the same day if one is available.

** Pre-Booked appointments are bookable in practice or on-line

Why Have I Experienced Delays with my Hospital Care?

This is what the NHS could have done with the cost of the missed appointments this year to date:



Carers Support

Are you cared for? Do you care for somebody? If you would like to know more about care support “Carers Information Support Service” is here to help with free of charge advice and information to anyone supporting a family member, friend or neighbour who is either; ill, frail, disabled has a mental health or substance misuse problem. You can contact

30 King Edward St, Hull
01482 222220
www.ciss.chcpcic.org.uk
chcp.carersinfo@nhs.net

18 Wednesday Market, Beverley
0800 9176 844
www2.eastriding.gov.uk
Ercarers@eastriding.gov.uk

Contact your patient liaison officer,
Molly Wilde Via reception or by
email at:
chestnuts.chestnuts@nhs.net



The Chestnuts Surgery

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THE CHESTNUTS NEWSLETTER

Keep Well this Winter...



Keep your home warm.

During the winter months, make sure you home is heated to at least 18 degrees. On a winter's night, keep your bedroom window and curtains closed as if you breathe in cold air it can increase the risk of chest infections. Set your heating to come on just before you get up and switch off after you've gone to bed.

Wear warm clothes.

Layer your clothing when you are outdoors and indoors. Wear lots of thin layers—clothes made from cotton, wool or fleecy fibres are particularly good at maintaining body heat.

Winter Fuel Payment.

A Winter Fuel Payment of between £100 and £300 tax-free is available to help you pay your heating bills if you were born on or before January 5 1953. For more information search 'Winter Fuel Payment' on the NHS Choices website.

Look after yourself.

You may be eligible for a free flu jab. Contact us here at the surgery to book your appointment to receive your flu jab. If you are unsure whether you are eligible, visit the nhs.uk/flu. If you begin with symptoms of minor ailments such as a cold or sore throat, visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker.

Eat Well.

Remember to eat regular meals to help keep your energy levels up to keep warm. Have at least one hot meal a day and have plenty of hot drinks. Aim to include your daily five portions of fruit and vegetables.

Patient Participation Group...

Our PPG is about implementing real, positive change within our community. The aims and work of each of our groups entirely depends on local needs, but at the same time they all have the aim of making sure that our practice puts the patient, and improving health, at the heart of everything it does.

PPGs have an increasingly important role to play in helping to give you, our patients, a say in the way services are

delivered to best meet your needs, and the needs of the local community.

They can also help our GPs to communicate accurately and honestly with individual patients, and with the wider community about key health matters. They can also help to reduce costs and improve services by identifying changes that the practice may not have considered, allowing resources to be used more efficiently. What is more, they

can develop mutually supportive networks for patients and the practice, outside of individual appointments.

If you would like to join our PPG you can either ask for a form from our reception team, or alternatively, fill in and submit a form on our website, located on the patient participation group page.



Inside this issue:

<i>Dementia</i>	2
<i>Patient Liaison</i>	2
<i>Active Lifestyles</i>	2
<i>Winter Vaccinations</i>	3
<i>Humber Foundation</i>	3
<i>Opening Hours</i>	4
<i>Carers Support</i>	4

Had trouble booking an appointment lately?

November 2016

95 appointments were lost due to patients not attending pre-booked appointments. **This equates to 1280 minutes / 21 hours / 3 days** of clinical time lost in one month.

April 2015 - March 2016

647 appointments were lost due to patients not attending pre-booked appointments. **This equates to 8363 minutes / 139 hours / 19 days** of clinical time lost this medical year.

Please let us know if you are unable to attend an appointment!



when it's less urgent than 999

Dementia...



someone who suffers with it, the Alzheimer's society provides "Memory Cafes" for people with dementia, their carers and families to meet and socialise with others affected by dementia. Contact the **Hull & East Riding Alzheimer's office on 01482 211255.**

Dementia Friends... Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation

thinks, acts and talks about the condition. Whether you attend a face-to-face Information Session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about the Dementia Friends programme to visiting someone you know living with dementia, every action counts.

Visit the 'Dementia Friends' website for more advice and information on how to get involved.

If you're becoming increasingly forgetful, particularly if you're over the age of 65, it may be a good idea to talk to your GP about the early signs of dementia.

You are not alone when facing Dementia. Within the east riding, if you suffer with dementia or know

Patient Liaison...

Molly, one of our admin assistants here at The Chestnuts Surgery is working hard as our Patient Liaison Officer.

What it involves.. This role involves offering support for older people/ people experiencing poor mental health/ people with circumstances that make them vulnerable/ people with long-term conditions/

young people seeking advice and mother and baby support.

We do referrals to The Better Care scheme. We are also proud to be a safe place; meaning you can feel safe to talk about anything you need to.

We also help our local care homes by supporting them with our patients that

suffer from dementia by providing the Herbert Protocol.

More information... If you, or anyone you know, would benefit from talking to our Patient Liaison Officer, contact us at reception or via email.

Healthy Eating and Active Lifestyles...

Abbie, an admin assistant at the surgery, has taken on the role of being our Healthy Eating and Active Lifestyles Champion.

What it involves... Abbie is working hard to promote a healthy lifestyle and the advantages of looking after yourself. She regularly writes the 'Healthy Eating; Active Lifestyle' Newsletter that is

available on our website to download as a pdf or paper copies are free for you to take in the waiting room.

This involves tips on how to achieve a healthy diet and how to introduce more exercise in your routine to keep active.

You can be involved... If you have any suggestions you would like us to

include on our regular Healthy Eating and Active Lifestyles newsletter, please ask at reception.

If you would like to talk to Abbie about active lifestyles or tips for healthy eating, do not hesitate to ask at reception or contact us via email on our website.

"You are not alone when you are facing Dementia."

If you feel you would like to talk to our Patient Liaison Officer or Healthy Eating and Active Lifestyles Champion please contact us.

Winter Vaccinations...

You still have time to receive your winter vaccinations here at the surgery.

If you are eligible for a flu, pneumonia or shingles vaccinations contact the

surgery to book your appointment soon.

Contact us here at the surgery if you are unsure whether you are eligible for any of these winter vac-

inations or alternatively, search 'Winter Vaccinations' on the NHS Choices Website.



Your Changing NHS. Your Changing Surgery...

The Chestnuts Surgery is pleased to announce that Humber NHS Foundation Trust will be acquiring the surgery from January 2017. You will be aware that huge funding cuts imposed on the NHS along with a General Practitioner recruitment crisis nationally has made the NHS, and in particular primary care, impossible to sustain in its correct format.

You will not see any changes to your surgery and the care you will receive. You should book your appointments and attend for treatment in exactly the same way. Any long term changes will be with a view to further improving the service you receive.

If you have any particular questions you would like your Patient Group to raise with Humber NHS Foundation Trust, please email your practice manager at rachaelduff@nhs.net or leave them at reception.

We have summed some general information about the Trust below.

The practice is excited and very much looks forward to working with Humber NHS driving forward to governments future vision for the NHS.

What is Humber Foundation Trust?

They provide a very broad range of community services (including therapies), community and inpatient mental health services, learning disability services, healthy lifestyle support and addictions services to people living in Hull and the East Riding of Yorkshire, a large geographical area with a population of approximately 600,000.

They employ approximately 3000 staff across more than 70 sites at locations throughout Hull and the East Riding of Yorkshire.

Caring, Compassionate, Committed.

This is the trust's vision. They aim to be recognised as a leading provider of integrated health services, recognised for the care, compassion and commitment of their staff.

The Trust's Values: Putting the needs of others first

We place our patients and their carers at the heart of everything we do.

We listen to what the people who use our services tell us – and we act on it

We accept that this requires acting with courage at times.

Acting with compassion and care at all times
We treat patient and carers

with dignity, respect and compassion at all times. We deliver our services to the highest standards of safety and in safe environments.

Continuously seeking improvement

We focus on learning and developing an open culture.

We aim to provide the best services we can and constantly look at how we can improve them.

Aspiring to excellence and be the best that we can be
We believe in the need to innovate and develop new models of care based on evidence, research and best practice.

We are a teaching Trust and seek to improve standards of care and clinical effectiveness.

Value each other and develop teamwork

We believe in multidisciplinary work, bringing together the right people, with the right skills, to care for our patients.

We work across boundaries to deliver seamless service provision on behalf of our patients and their carers.

We recognise, reward and celebrate success.

Make an appointment to receive your winter vaccinations.

"Caring, Compassionate, Committed."

