



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 004 (October 2019)

Welcome to the Downland Practice patient info sheet. The aim of this is to act as a communication link to all of our patients registered at the practice and to inform you of any changes occurring. This edition will concentrate on the following issues:

1. Friends and Family Test – Thank You
2. Flu Season 2019/20 Update
3. Stay Healthy this Winter
4. Patients behaviour on the telephone
5. Practice Appointments

Friends and Family Test (FFT)

The FFT was introduced across the NHS in 2013 as a result of the Francis Report that had looked into NHS standards of care for patients. The FFT replies for the Downland Practice from April to September have numbered 1147, this figure is around 10% of our registered patients. The results of the FFT state that 95% of the patients of the Downland Practice would recommend the surgery to their friends and family. On behalf of the Downland Practice staff, please accept our thanks to all of the patients who have sent in comments for the FFT (mainly by text message).

Flu Season 2019/20 Update

The flu season is well underway, we believe that this year the structure and approach to the flu clinics has been much smoother and less rushed. The practice do have flu clinics for patients to book into, but if for any reason patients cannot get in to see the practice nurse or HCA for a flu vaccination they can pop in and see the pharmacist at the Downland Pharmacy and have a flu vaccination with Sanjay Shah. If you are already entitled to a free NHS flu vaccination then the pharmacist will give you the flu vaccination free of charge.

Stay Healthy this Winter

Winter will be here soon so the advice from the NHS is to follow the five ways to stay healthy this winter. Further information can be obtained from this link <https://www.nhs.uk/live-well/healthy-body/five-ways-to-stay-healthy-this-winter/>

- a. Banish winter tiredness – Get outdoors in natural daylight as much as possible, get a good night's sleep, de-stress with exercise or meditation, stress has been shown to make you feel tired. Wrap up well with a coat, hat, scarf and gloves to prevent you from getting cold.



- b. Eat more fruit and veg – The dark and cold nights can make it tempting to fill up on unhealthy comfort food. Swap sugary treats for fruits such as clementine's, winter vegetables such as carrots, swede and parsnips can be roasted and mashed or made into soup for a comforting winter meal for the whole family.
- c. Drink more milk – You are more likely to get a cold in winter so make your immune system stronger with milk and dairy products, Protein, Vitamins A and B12, Calcium (to keep bones strong) are all in dairy products. Use semi skimmed milk or skimmed milk and low fat yoghurts.
- d. Try new activities for the whole family – Don't use the cold weather as an excuse not to get out, try a bracing winter walk on the beach or a local park. Physical exercise helps control your weight and boosts our immune system
- e. Have a hearty breakfast – Winter is the perfect season for a bowl of porridge to start the day off, it also helps boost your intake of starchy foods and fibre. These food help give you energy and make you feel fuller for longer. Make your porridge with semi skimmed milk or skimmed milk or water, don't add sugar or salt, add a slice of banana or throw in some berries and other fruit for extra flavour, this will help you hit your five a day target for your intake of fruit and vegetables.

Patient's Behaviour on the Telephone

All telephone calls are recorded at the Downland Practice, recently there have been some badly behaved patients who have been aggressive and bullying in their approach to the reception team. The reception team have been given training to deal with these patients, but patients who are overly abusive to staff will be reported to the police and may be removed from the practice list

Practice Appointments

Please be punctual for your appointment at the Downland Practice. Patients that arrive late may be required to rebook their appointment at a later date. Please inform the practice if you are running late so our staff can make clinicians aware and aim to accommodate your appointment, where possible. At times the appointment system will be running late as patients can present with urgent conditions that need the Doctor or Nurse to spend more time with a patient due to their condition, this may involve transferring the patient to care outside of the Downland Practice (999 ambulance). Patients waiting in the waiting room for appointments will be informed of any delay. The Doctors operate a '*Sit and Wait*' clinic, this clinic is the duty doctor's afternoon clinic and is used for on the day access. Patients may have to sit and wait whilst the doctor is dealing with their case load, patients attending this clinic may benefit from bringing a book or magazine whilst they wait to see the doctor in the waiting area.