

Claremont Newsletter June 2024



To our June Edition Newsletter

Sadly, Dr Dalhuisen has left Claremont to work in a GP surgery closer to home and we wish her all the best in her new job. Dr Amy Charleston has joined us and will be working all day on a Monday and Thursday and a Friday morning. We are sure she will be a great asset to the team.

Repeat Medication Turnaround Times

When ordering repeat medication please allow 2 working days. All prescription requests need to be checked and signed off by a GP before they can be issued which can take time.

We cannot issue urgent requests.

Contact Details

Don't forget to let us know if you change your address, telephone number or email address so we can ensure your medical records are kept up to date.

It is also helpful if you can give us your blood pressure, height, weight & smoking status.

New Telephone System

We have installed a new telephone system with a new patient call back feature.

"Patient Callback" is a fair and intelligent queue distribution, ensuring callers receive a call back from the surgery when their call would have ordinarily reached the front of the queue regardless of whether they wait in the queue or request call back.

The busiest time to ring the practice is between 8am & 9am so please avoid ringing at this time, if possible.

Please remember all incoming and outgoing calls are recorded for training purposes.



Cervical Screening Awareness week **June 17th to June 23rd**

Cervical screening awareness week aims to promote cervical cancer awareness and prevention, and to encourage women to undergo cervical screening. Cervical cancer is one of the few cancers that can be detected in its early stages with a screening, and screenings save thousands of lives every year in the UK.

Cervical screening is a free health test available on the NHS as part of the national cervical screening programme. It helps prevent cervical cancer by checking for a virus called high-risk HPV and cervical cell changes. It is not a test for cancer.

In the UK, you are automatically invited for screening if you are:-
Between the ages of 25 – 64
Registered as female with a GP surgery

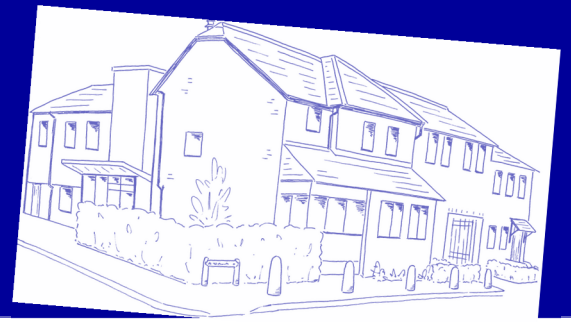
Cervical cancer may not cause any symptoms or the symptoms may not be obvious. The most common symptoms of cervical cancer include:

- vaginal bleeding that is unusual for you, including after the menopause, after sex, or between regular periods
- changes to vaginal discharge
- pain or discomfort during sex
- unexplained pain in your lower back or between your hip bones (pelvis).

•It is important to remember that these symptoms usually happen for reasons other than cervical cancer. But it is also important to contact your GP straight away, so they can give you reassurance and support.

•Other dates:-

- 24 July – 24/7 The Samaritans Big Listen
- 10 September – World Suicide Prevention Day
- 18 October – World Menopause Day
- 6 November – National Stress Awareness Day
- 2-8 December – National Grief Awareness Week



Drink Awareness

There are an estimated 589,000 people who are dependent on alcohol in England and less than 20% are receiving treatment.

24% of adults regularly drink over the recommended guidelines.

In the UK in 2020 there were 8,974 alcohol specific deaths. This is an 18.6% increase from 2019.

Alcohol misuse is the biggest risk factor for death, ill-health and disability among 15-49 year olds in the UK and the fifth biggest risk factor across all ages.

UK Chief Medical Officers recommend not drinking more than 14 units a week, this means about six pints of lager or glasses of wine.

Tips for cutting down

Keep a drinking diary for a few weeks – this will help you understand your drinking pattern.

Pace yourself – enjoy each drink slowly and remember that you don't have to join in with every round. It can help to only drink the drinks you really enjoy and skip the ones you're drinking for the sake of it.

Try drinking low alcohol and alcohol-free beers, ciders and wines. These used to be rubbish but have improved so much they are now winning awards in place of their full-strength competitors.

Not everyone drinks alcohol and it's fine to say no. It's surprising how many people think it's ok to pressure other people to drink – **it's not.**

Ask for help if you feel your drinking is getting out of control. There's nothing to be ashamed of; lots of people struggle with alcohol at some point in their lives and need support to turn things around. Talk to your GP or contact your local alcohol treatment service.

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Friends & Family Test

Since Sept 2023 we have received 1.194 comments on our Friends & Family Test. This is an electronic survey sent to patients soon after they have used our service to gain feedback on their recent experience. The results are below:-

Very Good	88%	Good	9%
Poor	2%	Very Poor	1%

Our Website

Visit our website www.claremontmedicalcentre.co.uk for lots of information about the practice. You will be able to meet the team, see our opening hours, find out what to do when we are closed, request an appointment, cancel an appointment, get self-help advice, update your personal details, ask us a question, request a referral, get advice for your mental health and wellbeing and lots more.

Are you a Carer?

A carer is someone who provides unpaid support to family or friends, who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Kingston Carers' Network (KCN) is a local registered charity, providing independent information, advice and support to people who care for someone living in the Royal Borough of Kingston Upon Thames. They support carers of all ages, including young carers aged 5 to 18. If you are a carer, please let reception know and we can add this to your records.

Please Remember

If you cannot attend your appointment, please remember to cancel it as soon as possible so we can offer it to someone else. Last month 159 patients did not attend their appointment, wasting over 25 hours of clinical appointments.

Thank you