

Claremont Newsletter November 2023



WELCOME



To our Winter Edition Newsletter



We continue to receive many comments of praise from our patients which we share with all our hardworking staff. We thank each and every patient who has spent the time sharing their thoughts with us and we appreciate every comment made.

We make no apologies for sharing all this heart warming feedback with everyone, as we feel it's just our way of spreading a little joy and happiness in what continue to be very difficult times for everyone. Just some of the feedback from our lovely patients below;

- Prompt appointment and really good care
- Claremont is client focused
- Helpful, friendly and understanding GP
- Very polite staff and helpful
- This is the second review I've been sent over the last week. I cannot fault Claremont, we are very lucky to have such a practice in Surbiton.

Data this Quarter (1st Aug – 31st Oct)

- * **6,148** face to face appointments completed by our team
- * **423** appointments booked, but patients did not attend
- * **7,406** Same day appointments made
- * **7,644** Calls answered by our reception team
- * **86.7%** of our patients would recommend the practice to their friends & family

New Reception Hours

From 1st November our surgery hours have changed

Our hours Monday – Friday are now
08:00am – 13:15pm, 14:00 – 18:30pm

Accessing your GP-held records via the NHS app or NHS website

As your GP practice, we have been asked to provide you with, no later than 31 October 2023, access to your full medical record going forward via the NHS app (and NHS website) if you have a suitable NHS login

The easiest way to get access is to create an NHS login through the NHS app. Although you can also access your GP records via the internet on a computer, the first bit is easiest if done through a smartphone. If you don't have one, you may have a family member or friend you trust who can help you. You can also ask our reception team but you'll need some proof of who you are, eg a passport, driving licence or household bill. **You also have the right to OPT out.**

Get the NHS App on your smartphone or tablet
You can also log in to your NHS account using the NHS App



Claremont Newsletter November 2023



Shingles Vaccination Programme



Have you turned **70**
but not yet **80** years of age?

If so you are eligible for your shingles vaccination now



As you get older shingles can be very painful and really affect your quality of life. **Contact your GP practice about having your shingles vaccination.**



Immunisation

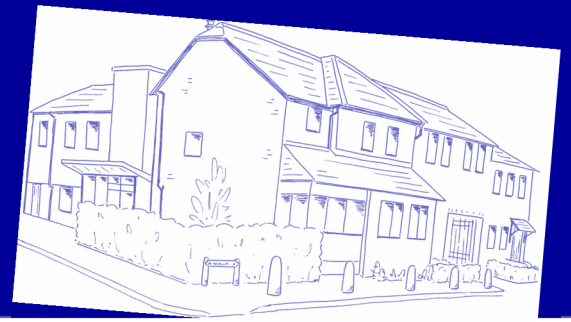
The safest way to protect children and adults

Shingles is a painful condition, and the associated rash may be on one side of your body only. It can take up to four weeks for the rash to heal. You may feel unwell before the rash appears and this may continue for a few days. Shingles is a resurgence of the chicken pox virus. You cannot spread shingles, but you should be cautious as people who haven't had chicken pox before can catch chicken pox from you when you have shingles. If you have shingles, you're contagious until the last blister has dried and scabbed over. If you're aged 70 to 79, you're eligible for the shingles vaccination. Shingles is a painful condition in older adults, which can have serious complications. Having the shingles vaccine benefits you in two ways: you're less likely to get shingles and if you do get shingles, you're likely to have a milder, shorter illness.

<https://www.nhs.uk/conditions/shingles/>

<https://www.nhs.uk/.../who-can-have-the-shingles-vaccine/>

**Please remember if you cannot attend your appointment to cancel ASAP, please. Your appointment could go to someone else.
Appointment slots are valuable. Thank you**



Feeling
overwhelmed?

Postnatal Emotional Support Group

We're
listening!

Come along to our Wellbeing Group to find the tools to help manage & support difficulties associated with parenthood.

Relax, Chat, have a cuppa with us.

Babies and young children are welcome!

When: - Thursday's 10- 11.30am

(Term- Time only)

Where: - Tolworth children's Centre,

School Lane

Surbiton

KT6 7SA

Run by the Kingston Borough Health visiting service phone - 0208 408 8512.

London Breast Screening

London Breast Screening are part of the National Breast Screening Programme, providing a free breast screening service for women resident in London and West Hertfordshire.

For more information, please visit
www.london-breastscreening.org.uk.

World Menopause Day

It was World Menopause day on 18th October and this years theme was Cardiovascular disease. Please see the poster for more information which is located on our website

[International Menopause Society – World Menopause Day Poster](#)

Claremont Newsletter November 2023



Zero Tolerance:

WE WILL NOT TOLERATE PHYSICAL OR VERBAL ABUSE TOWARDS OUR STAFF

We understand that patients have frustrations and fears around their own health; however, it doesn't help anyone if they are abusive.

We are all humans and need to do our bit to be reasonable and kind to our wonderful team



Non Urgent Queries

If you have a **NON** urgent query, please use our 'Ask Reception a Question' form, located on our website under 'General Enquires'. Your question will be passed to an appropriate member of staff for a response. We aim to respond to all questions within two working days.

Now Taking New Patient Registrations

If you know a friend or family member within our catchment area that would like to register with a local doctors surgery, please ask them to complete the form on our website <https://www.claremontmedicalcentre.co.uk> under General Enquires.

Self Care Awareness

Supporting our patients to self care reduces the need for a GP appointment

Self-care means taking the time to do things that help you live well and improve both your physical health and mental health. When it comes to your mental health, self-care can help you manage stress, lower your risk of illness, and increase your energy. Even small acts of self-care in your daily life can have a big impact.

Here are some tips to help you get started with self-care:

- **Get regular exercise** Just 30 minutes of walking every day can help boost your mood and improve your health.
- **Eat healthy, regular meals and stay hydrated** A balanced diet and plenty of water can improve your energy and focus throughout the day.
- **Make sleep priority** - Stick to a schedule, and make sure you're getting enough sleep.
- **Try a relaxing activity** - Explore relaxation or wellness programs or apps, which may incorporate meditation, muscle relaxation, or breathing exercises.
- **Focus on positivity** - Identify and challenge your negative and unhelpful thoughts.
- **Stay connected**- Reach out to your friends or family members who can provide emotional support and practical help.



Just For a Laugh!.....

PATIENT: Doctor, what's the difference between bird flu and swine flu?

DOCTOR: The first one requires tweetment but the second one needs oinkment!

Doctor: So you're having trouble sleeping? Describe your average night for me

PATIENT: They wear armour?

DOCTOR: No, I mean at bedtime

PATIENT: Well, they probably take it off!

Did you hear about the gingerbread man who went to minor injuries after hurting his knee?

They told him to try icing it!

PATIENT: I can't stop singing 'Delilah'

DOCTOR: Ah yes, you have 'Tom Jones Syndrome'

PATIENT: It is common?

DOCTOR: Well, it's not unusual

SURGEON (during operation): Relax David, it's only a small operation

PATIENT: My name's not David

SURGEON: I know, my name's David!

PATIENT: Every time I stand up, I keep seeing Mickey Mouse, Donald Duck and Goofy

DOCTOR: So how long have you been having these Disney™ spells?

PATIENT: Just checking in for my 10.30 appointment

RECEPTIONIST: Which doctor?

PATIENT: No, just a regular doctor!

HOSPITAL DOCTOR: What you have is incredibly rare

PATIENT: Oh no, what is it?

HOSPITAL DOCTOR: It's a bed!

Scientists have now grown human vocal cords in a test tube...

The results speak for themselves!

PATIENT 1: The doctor told me to watch my drinking

PATIENT 2: So what did you do?

PATIENT 1: I put a mirror up in the kitchen!



www.claremont.com

Claremont Newsletter November 2023



Europe: countries quiz Did you find all 44?



Answers:

- | | | | |
|----------------|------------------------|----------------|--------------|
| Albania | Andorra | Austria | Belarus |
| Belgium | Bosnia and Herzegovina | Bulgaria | Croatia |
| Czech Republic | Denmark | Estonia | Finland |
| France | Germany | Greece | Hungary |
| Iceland | Ireland | Italy | Latvia |
| Liechtenstein | Lithuania | Luxembourg | Malta |
| Moldova | Monaco | Montenegro | Netherlands |
| Macedonia | Norway | Poland | Portugal |
| Romania | Russia | San Marino | Serbia |
| Slovakia | Slovenia | Spain | Sweden |
| Switzerland | Ukraine | United Kingdom | Vatican City |

Christmas Opening Times

26 th December	Closed
27 th December	Open as normal
28 th December	Open as normal
29 th December	Open as normal
1 st January 2024	Closed
Open as normal from 2 nd January 2024	



Patient Participation Group – Join Us!

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, Doctors and staff. Your experiences matter and you can bring different ideas to the Practice to help us treat patients better or to improve what we do in some way.

Next PPG meeting will be on 29th Nov @ 14:00pm

FINALLY.....

As this will be the last Patient Newsletter of 2023, all of us at Claremont, would like to wish all our lovely patients a very Merry Christmas and Happy New Year!

In the meantime, please keep yourselves safe and healthy as we approach the end of 2023!