

MISSED

APPOINTMENTS

Since January this year, 325 patients have failed to attend either a GP or a nursing appointment at the surgery. This equates to 21 full surgeries.

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

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Welcome

Welcome to the first edition of the Rectory Meadow Surgery Patient Newsletter! We are delighted to be able to offer you a quarterly update of new services and initiatives, introductions to key members of staff, snippets of useful seasonal health information,

important announcements and much more. We are grateful to everyone



who has contributed and we are always on

the lookout for new material. If you have any useful suggestions for news items, please let us know.

In the meantime, read on.....



Dr Christine Chan—New Partner

I was born and raised in Hong Kong and came to the UK at the age of 16 to complete my education. I completed my medical degree at St Barts Hospital Medical College in London and after a short stint in Obstetrics and Gynaecology and Foetal Medicine at Kings College Hospital, I took up GP training at the Royal Free and Bloomsbury VTS group in London. I joined Rectory Meadow in 2005 following a career break to raise my family and have re-

cently been made a Partner. My special interests include Women's Health and Paediatrics.

I have lived in Prestwood for the past 8 years, with my husband who practices as a Consultant Radiologist. We have two girls aged 10 and 8, a labradoodle dog called Sam and a guinea pig called Tina!

In my spare time I enjoy tennis and running, and recently completed the

Prestwood 10km run and the Silverstone Half Marathon to raise money for Ian Rennie Hospice at Home.

Recently, I recruited an all ladies team to compete in the Dragon Boat festival at Marlow regatta (dressed as native Americans) and I am proud to say we came second! I am still re-





Staff Training

The surgery will be closed from 1pm for staff training on the following dates: -

- **20 July**
- **22 September**
- **19 October**

• **17 November**
Should you need a doctor urgently, and it cannot wait until the surgery is open again at 8.30am the following day, please call Bucks Urgent Care, our Out of Hours

Provider, on 0300 130 3035.

Requests for repeat prescription, test results and other Non-urgent matters should wait until we are open again the following morning.

To develop a positive and constructive relationship between patients, the Practice and the community.

A Rectory Meadow Surgery Patient Participation Group (PPG)

We would like to set up a Patient Participation Group. The overall aim of our group [PPG] is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients needs.

Our group key roles would be to:-

1. Create and improve two-way communication between patients, the Practice and the community it serves.

2. Bring a sense of partnership between Practice and patients.

3. Provide an avenue for patients' input in the way facilities and services are planned and executed, to add humanity to, and influence those services.

4. Collect patient opinions and experiences to help the practice to evaluate its services.

5. Communicate to the practice community and/or the wider community information about the practice.

We aim to gather names of patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you would like to join our group, please speak to our receptionist who will give you a form to complete.

Did you know?



We offer a mixture of book-on-the-day and pre-bookable appointments.

For routine matters, why not book your appointment with a GP in advance? We can prebook up to 6

weeks in advance. We offer 5 advance booking appointments per morning or afternoon surgery per GP. The remainder are free for patients wishing to see a GP that day. We start booking at 8.30 am each morning, so the earlier you can ring the more choice of

time we can offer. We also offer additional surgeries on Monday evenings from 6.30pm – 7.50pm by appointment only.

Please could you let us know if you no longer need an

Holiday Advice—For every travel kit



• **Sunscreen**

Choose sunscreen with a sun protection factor (SPF) of at least 15. The higher the SPF, the better the protection. Buy sunscreen labelled "broad-spectrum". This means that it protects against both UVA and UVB rays. Don't use creams that are past their expiry date. Most sunscreens have a shelf life of two to three years.



• **First aid kit**

For minor injuries, use antiseptic with gauze squares, non-adherent dressings, bandages, fabric plasters, adhesive tape, scissors, tweezers and safety pins. You can buy bottles or



sprays of standard antiseptic such as TCP from all

major chemists, or get ready-prepared antiseptic wipes. A first aid kit may be useful if you're going off the beaten track or taking part in high-risk activities.

• **Insect repellent**

Mosquitoes usually bite between dusk and dawn, and are attracted to humans by our body heat, smell and the carbon dioxide we breathe out. Research shows that products containing the chemical DEET are the most effective insect repellents and are safe when used correctly. DEET products are available in sprays, roll-ons, sticks and creams. Your GP or travel health clinic will tell you whether the area you are going to is malarial and what protection is advised.

• **Condoms**

Condoms are recommended for everyone who is sexually active. Buy condoms with the CE mark on the packet. This means they have been tested to the high safety standards that are required in Europe. Condoms that don't have the CE mark won't meet these standards, so don't use them. Condoms can be damaged by oil-based products, such as suntan lotion,

baby oil and lipstick. Heat can also cause damage, so store them in a cool, dry place.

• **Antihistamines**

Over-the-counter antihistamines can reduce itching and inflammation caused by allergies and insect bites. Antihistamines are available as tablets (oral antihistamines), creams (topical antihistamines) and nasal sprays. Antihistamines work by blocking the effects of a protein called histamine.



• **Anti-diarrhoea pills**

Anti-diarrhoea drugs, such as loperamide, can relieve symptoms of diarrhoea by slowing down the movement of bowel contents and sometimes by increasing water absorption from the gut. Loperamide can be taken once or twice a day, over a long period. However:

- Do not take anti-diarrhoea drugs if there is blood in your stools or if you have a high temperature (check with your pharmacist). Do not give anti-diarrhoea drugs to your child.



- **Sunscreen**
- **First Aid Kit**
- **Insect Repellent**
- **Condoms**
- **Antihistamines**
- **Anti-diarrhoea pills**

FORMS—Friends of Rectory Meadow

The Friends of Rectory Meadow (FORMS) is an independent organisation whose role is to provide much needed additional funding to support and extend facilities available to doctors and staff at the surgery. We are most indebted to these patients who raise funds for the practice. Any contributions received go towards the cost of adding to or replacing

essential medical equipment for the sole benefit of our patients.

Recent purchase include:

- Several 24 hour Blood Pressure Monitors
- An ear syringer machine
- A vaccine fridge

- A Waiting Room Blood Pressure Monitor
- A spirometer to check lung function and to diagnose respiratory disease

To join FORMS please telephone Eveline Noyes, membership secretary, on 01494 784748.



Travel in the developing world



- **Rehydration sachets**

Rehydration sachets help replace fluids and salts lost through diarrhoea, vomiting and too much sun. You can buy sachets of rehydration salts from your pharmacy and add them to water. They provide the correct balance of water, salt and sugar. Your doctor or pharmacist may also recommend rehydration drinks for your child, if you are worried they may become dehydrated. Do not use homemade salt or sugar drinks. Always consult

your pharmacist.

- **Mosquito net**

A mosquito net is vital for sleeping in malarial countries. When buying a net, make sure it is impregnated with permethrin. Permethrin is a contact insecticide, which will kill insects landing on the net and, therefore, increase the net's effectiveness. Generally, nets will need to be impregnated again with permethrin after six months of use. Carry a small sewing kit so you can repair any holes that develop in the net.



- **Anti-malarial drugs**

Visit our practice nurses four to

six weeks before you leave to find out what malarial cover you'll need. They will also have up-to-date advice about the cover you need, and which strains of malaria are resistant to which drugs.

- **Emergency medical supplies**

Kits available from the surgery, including sterilised and sealed syringes, sutures and needles, can be useful when visiting developing countries, where hospitals and dentists may not have properly sanitised equipment. Please ask our Practice



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Do we have your mobile 'phone number?

It may be useful for us to contact you by 'phone or text in the future.

If you are happy for us to contact you in this way, please advise reception of your mobile telephone number.