

## Issue 5

Our first newsletter in our new surgery is very special. Almost a year has passed since 106 Crockhamwell Road, Woodley was transformed into the glossy 6 Headley Road and the staff has become just as glamorous as the building. Our makeover includes

- Our practice website [www.woodleycentresurgery.co.uk](http://www.woodleycentresurgery.co.uk)
- Setting up the surgery Patient Participation Group to represent your views
- New services based in both surgeries
- Automated check-in service at Woodley
- Face-lift for our Winnersh surgery

### Your Surgery Website

You'll find information about the surgeries; how to make an appointment, our opening hours including an evening a week and alternate Saturday mornings, a list of the doctors and their particular specialisms, nurse-run clinics and how to request repeat prescriptions on-line. Our aim is to expand the website to include useful health information and links to other websites - but give us a little bit more time to find our IT feet.

### The Patient Participation Group

This is a small group of patients who aim to represent the views and wishes of all our registered patients and help the doctors provide the best possible services. The group meets every 2 months with one of our GPs and Practice Manager and we have a lively discussion of issues, such as difficulty in booking appointments in advance, how to set up a surgery health library and how to improve the waiting area.

We need your help to reach a wider group of patients both older and younger – if you are interested in the quality of your health care and have an email address and would be happy to answer a survey designed by the PPG please join our **Patient Sounding Board**. We hope to attract 200-300 patients to this group to whom we could email surveys every so often. Please ask at reception for a form.

In our next issue the PPG members will introduce themselves.

### New Surgery Services

- Clinics for patients with diabetes who would previously have attended the Royal Berkshire Hospital will now be run, with the hospital specialists, in Woodley Centre Surgery. That should save a bus trip or parking hassle.
- The Talking Therapies service for those suffering stress, anxiety, depression or bereavement now offers sessions using a consulting room at Woodley and Winnersh one day a week. Previously patients would need to travel to Wokingham. Please speak to a nurse or doctor if you would like more information.
- Starting in October we have the Barometer Weight Management programme at the Woodley Surgery; 5 evening classes over 6 weeks throughout the next 12 months with doctor, nurse, dietician, exercise and expert patient input for those with a BMI over 35. This will also be open to patients from other surgeries.
- We now have physiotherapy based in the Woodley Surgery, both private and NHS, an Acupuncturist who offers private sessions and a baby massage therapist.
- We hope you find the touch screen at Woodley helpful to check in, rather than queuing up at the reception desk. The teething troubles have been ironed out now.
- Our rather middle-aged Winnersh surgery has had its face lifted with paints of many colours. Leaf green, primrose, sky blue and electric blue walls have given us a spring in our step and now the smell of paint has disappeared we can breathe properly again.



#### Woodley Centre Surgery

6 Headley Road  
Woodley

Berkshire RG5 4JA

Tel: 01189 697307

Fax: 01189 272633

Monday—Friday

8.00am to 6.30pm

#### Westfield Road Surgery

3 Westfield Road

Winnersh

Berkshire RG41 5ES

Tel: 0118 9783349

Fax: 0118 9770731

Monday—Thursday

9.00—12.30 2.00—6.00

Friday

9.00—12.30

#### Our Doctors:

Dr D Buckle, Dr R Joshi,

Dr C Reeder,

Dr S Eggleton, Dr B Oso

and Dr C Gruchy.

#### Practice Manager:

Mr Philip Amps

Assistant Practice Manager:

Mrs Sharon Matschy

#### Patient Participation Group:

Chair: Kate Haines

Deputy: Andrew Muir

## Flu Clinics

### Woodley: \* New System! \*

Drop in clinics on **Saturday 8<sup>th</sup> and Saturday 22<sup>nd</sup> October** from 8.30-11.00am for our registered patients who are over 65 or those under 65 who are pregnant or who have chronic lung, heart or kidney problems, including diabetes. You should also have the vaccine if you are a carer of an elderly or disabled person. We are running a separate clinic for under 5s who need vaccination.

### Winnersh:

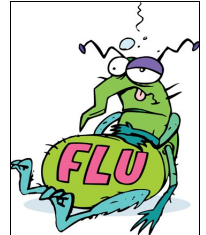
There will be an appointment-only clinic on Saturday 15<sup>th</sup> October from 8.30am - 11.00am for those who are eligible. Winnersh patients can also use the drop- in clinics at Woodley.

## Flu Advice

Caused by viruses, last 1-2 weeks normally.

Symptoms - High temperature, sweating, shivery, muscle aches, dry sore throat, headache, cough. You may also feel sick.

Often you feel too ill to get out of bed.



**IF YOU THINK YOU HAVE FLU—STAY HOME—TELEPHONE THE SURGERY OR NHS DIRECT  
FOR ADVICE 0845 4647.**

Take Paracetamol or Ibuprofen and drink plenty of fluids. Most people recover well.

At high risk of complications are the very young or very old, or those with other chronic medical conditions. Consult your doctor or nurse if you are concerned.

Always wash your hands carefully, cover your mouth and nose when coughing or sneezing and put used tissues in the bin.

### Are we up to date with your contact telephone number?

**IF YOU CHANGE YOUR TELEPHONE NUMBER LET US KNOW—ONE DAY IT MAY SAVE YOUR LIFE.**

## Our Reception Team



Julie Riches (Reception Manager) - Woodley

Lynn Abraham (Senior Receptionist) - Woodley

Liz Ward (Reception Manager) - Winnersh

Diana Hanson (Receptionist) - Winnersh

Christine Vaughan (Receptionist) - Woodley

Catrina White (Receptionist) - Woodley

Lesley Champion (Receptionist) - Woodley

Gill Kendall (Receptionist) - Winnersh

Vanessa Marvell (Receptionist) - Woodley

Karen Rowing (Receptionist) - Woodley

Janet Hennell (Receptionist) - Winnersh

Jessica Bradbrook (Receptionist) - Winnersh

*We really appreciate hearing constructive feedback from you to help us try and improve our services. Please let the Receptionist's know if you have any ideas or suggestions. They will forward on to the Practice Manager on your behalf. Thank you.*

**THE NEXT ISSUE OF OUR NEWSLETTER IS DUE: 13TH DECEMBER 2011**