



January 2012

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OUT OF HOURS NUMBER

For medical attention when the surgery is closed our GP out of hours service provider is **HARMONI**

Their telephone number is

0300 130 3018

**HAVE YOU
HAD YOUR
FLU
INJECTION
YET?**

FROM THE SURGERY



Keep warm, keep well

As the weather gets colder we obviously need to stay warm, and this is particularly important for older people. Following are some tips from the Government website.

- Keep your home warm. Your main living room should be between around 18-21C (64-70F) and the rest of the house a minimum of 16C (61F). You can also use a hot-water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.
- Wrap up warm, inside and out. Several thin layers of clothes are better than one thick layer. Don't forget to wear hats, gloves and scarves. If possible, stay inside during a cold period if you have heart or respiratory problems.
- Keep active. Move around at least once an hour and don't sit down for long periods of time. Even light exercise will help keep you warm.
- Look out for elderly friends and neighbours. Check they're safe and well through the winter. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.
- If you are worried about a relative or an elderly neighbour, contact your local council or ring the Age UK helpline on 0800 00 99 66.

Have you registered for online booking?

To be able to book appointments, cancel appointments or request repeat prescriptions via the website you need to:

get the Practice and access ID's from Reception and then follow the instructions.

You only need to register once.

PATIENTS LIAISON SERVICE (PALS)

If you have a concern you need to raise, want advice or require to make a formal complaint about any NHS service you receive you can contact **PALS** in the following ways:

Phone:

01895 488500

Email:

pals@hillington.nhs.uk

Fax:

01895 488292

- You may also be able to claim financial and practical help with heating your home. Grants available include the Warm Front Scheme, Winter Fuel Payments and Cold Weather Payments.
- The Warm Front Scheme offers grants for heating and insulation improvements up to £3,500 or up to £6,000 if your home needs oil central heating.
- To find out if you qualify, call a Warm Front advisor free on 0800 316 2805 (lines are open Monday to Friday from 8am-6pm and Saturdays from 9am-5pm) or visit the Warm Front website.
- Winter Fuel Payments of up to £400 are available if you were born on or before July 5 1950.
- To find out more about Winter Fuel Payments, call 08459 151515 (8.30am-4.30pm Monday–Friday, textphone 0845 601 5613) or visit www.direct.gov.uk/winterfuel.
- Cold Weather Payments may be available to you if you receive certain benefits or have a child who is disabled or under the age of five.
- To find out more about Cold Weather Payments contact Jobcentre Plus (you can find the nearest office in the phonebook) or visit www.direct.gov.uk/coldweatherpayment.

How much physical activity do we need?

Recommended physical activity levels

- Children aged under 5 years should do 180 minutes every day
- Young people (5-18 years) should do 60 minutes every day
- Adults (19-64 years) should do 150 minutes every week
- Older adults (65+ years) should do 150 minutes every week

For information on how these levels can be achieved please go to www.nhs.uk/Livewell

From The Patient Participation Group (PPG)



Computers, who needs them

We mention “online” and “websites” quite often in the Newsletters. Have you thought you might like to use a computer but have never got around to getting started. Well this winter may be a good time.

We would suggest:

Visiting your local library to ask about basic free tuition

Contact your local Age UK who have some useful literature on getting started.

They can also give you some tips on buying a computer.

Technology is about enhancing your life. Ask for advice on how the computer can help you make your life richer and more interesting.

Have a look on our notice board for some further tips

Go on, give it a go, you might enjoy it and you will be able to email us with your comments!!!

Driving and your medical condition

It is so easy to forget that legally some medical conditions prevent you from driving, sometimes for a short period, sometimes permanently. If you want to check you are driving legally please look on www.direct.gov.uk/en/motoring.

You can also check with your GP or with the DVLA.

Notice board is located on the left hand side of the corridor to the Doctors' consulting rooms

Have you got your Message in a Bottle yet?

It's a simple idea to encourage people to keep their basic personal and medical details on a standard form in a common location – the Fridge. If you need help the emergency services will know where to look.

For more details look at the poster on the PPG notice board and pick up your bottle from Reception.

**BOOK YOUR
APPOINTMENT ON LINE
IT'S SO MUCH QUICKER**

Have you thought about joining us?

We hope you feel the Patients Participation Group is making an contribution to the operation of your surgery. To see our contribution over the past year please look at the surgery website and go to the PPG page.

If you would like to participate in this contribution then please join us.

We meet quarterly at the Surgery.

For more information or a registration form:

- Go to the PPG page on the Practice website
- or** Contact the Practice Manager, Miss Nargis Khan on 0844 5769965
- or** Ask at Reception

Its official, yoga is good for you

"Yoga may work better for lower back pain than conventional treatments," *The Guardian* reported. It said that a trial has found that people with back pain had greater improvements in everyday physical tasks if they did weekly yoga sessions.

To read more about the trial or to find a yoga class near to you please look at

www.nhs.uk/news alternatively contact The British Wheel of Yoga www.bwy.org.uk or phone them on **01529 306851**

**HAVE YOU
CHECKED
OUR PPG
NOTICE
BOARD
RECENTLY**

**WE HELPED
WITH THE
SURGERY'S
NEW WEBSITE.
PLEASE TAKE A
LOOK AND SEE
WHAT YOU
THINK. WOULD
YOU LIKE TO
SEE ANYTHING
ELSE ON THE
WEBSITE?
Please let us
know.**

**BEST TIME TO
CALL THE
SURGERY**

late morning or
early afternoon

GENTLE REMINDERS

Organ donation (a simple fact)

More than 7,500 people are waiting for an organ to save their lives, and three people die every day while they wait. NHS Blood and Transplant is calling on people to reduce waiting times for a transplant by signing up to the NHS Organ Donor Register. One donor can save up to nine lives and many more can be saved through tissue donation.

For more information go to www.uktransplant.org.uk , phone 0300 123 23 23 or pick up a leaflet in the surgery

Have you got an E-mail Address?

We can e-mail this Newsletter to you each quarter plus updates on Practice news and developments. We promise not to bombard you with information!

To be added to our mailing list please send an e-mail to devonshirelodge.ppg@gmail.com with "add my e-mail address" in the subject line.

The Newsletter will still be available at the surgery and on the website.

Take the hassle out of repeat prescriptions

Did you know that most of the local pharmacies in our area are able to collect your repeat prescriptions for you from the surgery. You can then collect the medication from the pharmacy or the pharmacy will deliver (there may be a small charge for this latter service).

In some cases everything can be done online or by text (other than taking the medication of course!!)

Contact the pharmacy of your choice to sign the necessary forms and set up the service.

Once you have registered on the website you can:

Make appointments

Cancel appointments

Request repeat prescriptions

Minor Ailments Clinic

Our Nurse Practitioner runs a "book on the day" Minor Ailments Clinic on:

Monday 3.40 to 5.50

Tuesday 10.30 to 11.50

Wednesday 10.50 to 12.00

Thursday 4.00 to 5.40

If you feel your ailment can be dealt with by the Nurse Practitioner please ask at Reception for more detail.

USEFUL INFORMATION FOR YOUR NOTICE BOARD

Surgery – All Departments	0844 576 9965
Surgery - Out of Hours	0300 130 3018
The Health Centre Desk	01895 488810
NHS Direct	0845 4647
Hospital Transport	01895 279 544
Hillingdon Hospital	01895 238282
Mount Vernon Hospital	01923 82611
Surgery website	www.devonshirelodge.co.uk

WOULD YOU BELIEVE

Between 01 August and 31 October 2011 **121** people did not attend their booked appointments. This compares very unfavourably with the previous three months, when the total was 86 – which was already high. We are very disappointed the number has increased significantly.

If you cannot keep your appointment please cancel, either by phone or on the website. You never know it may be you who needs an appointment urgently the next time.

THE DEVONSHIRE LODGE PRACTICE

*Abbotsbury Gardens
Eastcote Health Centre, Eastcote,
Pinner, Middx HA5 1TG.*

Phone: 0844 576 9965

Fax: 0208 429 3087

www.devonshirelodge.co.uk