

Swanlow Times

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Summer 2015

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Happy Retirement
HAPPY RETIREMENT



Bon Voyage
BON VOYAGE



Changes at Swanlow

After more than 30 years at Swanlow Dr Prasad has decided to retire. He left the practice on 31st May 2015. All at Swanlow wish him well and hope he enjoys his retirement. I am sure all his patients will miss him just as much as we will. He is being replaced by Dr Gareth Price. Some of you will remember Dr Price as he was a trainee with us and he works Wednesday, Thursday and Friday. Welcome back Dr Price!!

We are also sad to report that Dr Mahmood has decided to leave us; he is emigrating to America in August. We wish Dr Mahmood Bon Voyage and good luck for your future career the other side of "the pond"

Dr Mahmood is being replaced by Dr Ibrahim and again some of you may remember her as she was also a trainee with us. Dr Ibrahim starts on 1st September and she will work Monday and Tuesday afternoons and all day Wednesday, Thursday and Friday. Welcome back Dr Ibrahim!!

Welcome Dr Price

Welcome Dr Ibrahim



The Friends & Family Test



Would you recommend
Swanlow Surgery to
friends and family?

The NHS Friends and Family Test (FFT) is an opportunity for you to provide feedback on the service that provides your care and treatment.

Your feedback will help NHS England to improve services for everyone. From 1st January 2015, if you visit your GP Surgery you will be asked about whether or not you would recommend us to your friends and family should they need similar treatment of care.

You can tell us your answers anonymously by writing them down on a questionnaire provided by us, please complete this and then post your response in the ballot box provided, you will find the questionnaires and ballot box on the table in the waiting room under the call in screen.

On the same table is a Complaints /Suggestions/ Compliments questionnaire. Do you have any suggestions for us, are you happy with the service you have been provided with, are you unhappy with any aspect of our service. Please take the time to complete one of these questionnaires as this will enable us to ensure our service fits your needs.

Know your numbers



It is important to have your blood pressure measured. High blood pressure can lead to heart attacks or strokes.

The only way to know if your blood pressure is normal is to have it tested. You don't need to see a doctor or a nurse for this as we have a machine that will do this for you.

In our Isolation Room (on the left going into the doctors' corridor) is a machine which calculates your height, weight, blood pressure and BMI.



If you haven't had your blood pressure tested please feel free to go and have a go at our machine. There is no need to check with reception or a GP just enter the room and give it a try. You need to take your shoes off, stand upright and press the green button, this will calculate your weight and your height and then calculate your BMI. It will then ask you to put your left wrist in the slot on the machine, the machine tightens slightly around your wrist and this is normal and will not over tighten. The machine will then calculate your blood pressure. It will print off a slip of paper, please enter your full name and your date of birth and hand this to the reception staff. These are then checked by one of our nurses, if it is normal you will not hear from us but if it is raised you may get a phone call from either the reception staff or one of our Practice Nurses.

Get the most out of your 10 minute consultation

At Swanlow most appointments last an average of 10 minutes – so by the time you have walked to the consulting room, said hello, explained why you're there and been examined there's not a lot of time. Use the following tips to make the most out of your time with your doctor.



Be prepared

- Make a list of any questions, problems or symptoms you want to discuss before seeing the doctor.
- If you need an interpreter be sure to let the surgery know in advance so this can be arranged
- Wear loose clothing if you are going to be examined
- Bring somebody with you if you are anxious about seeing your doctor
- You can ask for a chaperone if you feel uncomfortable being examined on your own

During the appointment

- Don't be afraid to ask questions
- If you're prescribed a drug, make sure you know why it's been given and how long to take it for
- Be direct; if you have a problem that you find difficult to discuss don't wait until the end of the appointment when you're about to walk out
- No matter how embarrassing you think your problem is, your doctor will have heard it many times before

What if I have lots of questions

- Try to only talk about one problem at a consultation
- If you have several problems, it's better to deal with the main problem and book additional appointments to deal with your other problem

