



PATIENT PARTICIPATION GROUP

Issue 6

YOUR NEXT POO COULD SAVE YOUR LIFE

Falcon Road Medical Centre and the Patient Participation Group (PPG) are supporting a campaign which encourages patients to do a free NHS bowel cancer test which checks if you could have bowel cancer.

People aged 56, 58 and 60-74 are sent a NHS FIT (Faecal Immunochemical Test) kit every two years and you use it to collect a sample of poo and post it back to a lab – most people get the all clear. Only a small amount of poo is required – not a full bowel movement.

Screening helps prevent bowel cancer by finding it early when it's easier to treat - people who are screened are 25% less likely to die of bowel cancer.

You can request a kit by calling the Surgery's reception on **020 7228 1619** and you can get more information at www.healthyLondon.org/bcs

STROKES

A stroke is a serious life-threatening medical condition that happens when the blood supply to the brain is cut off. They are a medical emergency and urgent treatment is essential - the sooner a person receives treatment for a stroke, the less damage is likely to happen. **IF YOU THINK THAT YOU MIGHT BE HAVING A STROKE THEN CALL 999 IMMEDIATELY.**

Like all organs, the brain needs the oxygen and nutrients provided by blood to function properly. If the supply of blood is restricted or stopped, brain cells begin to die. This can lead to brain injury, disability and possibly death. Certain conditions increase the risk of having a stroke, including high blood pressure, high cholesterol, irregular heart beats and diabetes.

Strokes are usually treated with medication. This includes medicines to prevent and dissolve blood clots, reduce blood pressure and reduce cholesterol levels. In some cases, procedures may be required to remove blood clots. Surgery may also be required to treat brain swelling and reduce the risk of further bleeding if this was the cause of your stroke. You can significantly reduce your risk of having a stroke by eating a healthy diet, taking regular exercise, following recommended guidelines on alcohol intake (not drinking more than 14 units a week) and not smoking.

You can get more information about strokes at www.nhs.uk/conditions/stroke



FALCON ROAD MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG)

The Patient Participation Group (PPG) represents patients' interests at the Falcon Road Medical Centre, is a "critical friend" to the Surgery and the patient voice in all healthcare matters that are provided. We can't help if you want to complain about treatment you have received but advise you to speak to one of the Surgery's Receptionists. All surgeries in the UK legally have to have a PPG.

Our Patient Participation Group is keen to find out your views and thoughts on how the Falcon Road Medical Centre is performing. Please email your thoughts to FalconRoadPPG@gmail.com or drop a note into the Surgery's reception.

We are looking for more people to join the PPG Committee and help push forward healthcare services at the Falcon Road Medical Centre. If you think you might like to join the Committee then contact the PPG as above for an initial chat with one of the existing Committee.

The current members of the PPG Committee are: Ramesh Bhatt, Frank Cattley, John Hallmark, Syeda Islam (Chair), Heather Knight, Carolyn Robson and Arlene Rowe. See more information on the PPG pages of the Surgery's website www.falconroaddoctors.co.uk

ARRANGING APPOINTMENTS AT THE SURGERY

We all know how busy doctors are. Did you know, most Surgeries have a range of qualified clinicians who can help with your non urgent medical problems?

Receptionists at the Surgery are trained to guide you to the best person for you to have an appointment to see. This could be the Practice Nurse (for such items as blood pressure checks, vaccinations, and blood tests), the Clinical Pharmacist (for advice about your medication), the Social Prescriber (who can connect people with local community activities and services that can help improve their health and wellbeing). The Surgery also has access to a Physiotherapist and Mental Health Worker. This range of specialists is trained to help you in their area of expertise.

You should still speak to your GP if you have symptoms you feel need specialist NHS support - such as hospital tests or treatment. Your GP can decide if they can diagnose and treat you or if you should have a referral to another healthcare professional for tests, treatment or care.

It isn't always necessary to see a GP and you can find out about accessing services that are best for you by speaking to Reception.

REFURBISHMENT OF THE SURGERY

Following negotiations with the landlords the Falcon Road Medical Centre will be refurbished over the coming months. Changes you will see include newly painted walls, new flooring and new automatic doors. We hope you enjoy the new look!

TIPS TO GET THE MOST OUT OF YOUR GP APPOINTMENT

We know that some patients report feeling rushed during appointments and struggle to make themselves heard. Here are some tips that could help you get the most out of visiting your GP.

Take notes to help you. Before you see your GP, be clear in your own mind what you want to say. Make a note of your symptoms, worries and any questions that you would like to ask.

Many problems? See if you can book a double appointment. If you have a number of issues that you would like to discuss with your GP, see whether it is possible to book a double appointment.

Take a list of your medicines – prescribed or otherwise. Bring a list of any medication you are taking, including over-the-counter medicines, alternative medicines and anything prescribed after a hospital visit.

Discuss important things first and stick to the point. Make sure you tell the doctor about the important things first and try to get to the point. Do not feel you have to justify being there or leave your main concern to the end.

Not clear on treatment plan? Ask again Make sure you fully understand the next steps before you leave. If you don't then don't be afraid to ask your GP to go through things again.

Ask who to contact if you have any more questions. You may think of questions that you would like to ask after your appointment. Find out who you can contact to ask questions, as well as any support groups that can provide reliable information.

If you need support, take a relative, carer or friend. If you feel your situation needs it, take a relative or friend for support. Two heads are better than one!



INTERVIEW WITH NATASHA FREDERICK

Senior Nurse Practitioner

What made you join Falcon Road Surgery?

The surgery has always provided excellent care and I wanted to join a team where patient care was at the forefront.

What do you do on a daily basis? What is a typical day like and do you specialise in anything?

I run clinics on a daily basis and manage acute and chronic illness as an independent practitioner and as part of a multi-disciplinary team. As lead nurse I support members of the nursing team within the surgery and our Primary Care Network. I have a specialist interest in Diabetes and Women's Health.

What do you most enjoy about your job?

I like the continuity of care I am able to provide, as I have been caring for some of the registered families for more than 12 years.

What do you most dislike about your job?

Lack of resources due to lack of funding nationally.

What is the biggest issue facing the NHS?

Lack of resources, particularly around staffing.

If you could make one change in the way the NHS operates what would it be?

An improved recruitment and employment retention scheme.