

WINDERMERE AND BOWNESS MEDICAL PRACTICE



Windermere Health Centre, Goodly Dale,
Windermere, Cumbria LA23 2EG



A warm welcome from the team at Windermere and Bowness Medical Practice

The team at Windermere and Bowness Medical Practice would like to introduce you to our new patient and community newsletter. We are all about improving lives and our aim is to engage more with you, our patients, to ensure the practice is part of the community and supports your health and wellness.

In this edition, we will update you on team news, new patient engagement events as well as provide you with health and wellness tips on Diabetes, as well as ensure you're warmed up for a summer of sport with advice from our physiotherapy experts.

The Senior Practice Team is always available to discuss any questions you may have about our exciting plans for the future and the development of our services.

We are actively looking for new members to join our Patient Participation Group (PPG) and would encourage you to reach out with ideas to shape the future of the practice.



LOCAL NEWS

Get involved in our upcoming engagement events!



We need you! We're always looking for volunteers to help us improve and develop what we do at our surgery and in the wider community. Would you like to come along and help shape the future of the practice? It's a great way for us to find out what you as patients want and need most.

The next Patient Participation Group (PPG) is taking place on 25th July – not only will we be discussing the practice, but it will be a great opportunity to meet your new Practice Manager. If you'd like to take part in the PPG, please ask at reception or call the surgery directly.

We are also having some patient and community engagement drop in sessions. These are for us to share the exciting changes that are happening within the practice, how we are investing in a wider clinical and professional team to meet the diverse need of all our patients, and the ongoing work with community and third sector groups.

We are keen to understand what matters to you as patients and the wider community. We are passionate about patient engagement and empowerment and will be expanding these activities over the coming months. We want all our patients to receive the care they need, whether this is from a clinician such as an Advanced Nurse Practitioner or GP or from a Patient Navigator.

As part of our engagement sessions we would like to ask for suggestions of further activities which we could run for the benefit of our patients – ideas have included a Bereavement Group and a Carers Café, but all suggestions are welcome.

PATIENT DROP-IN AND OPEN DAY

5th JULY – 11am-2pm

Discuss the practice, wish Dr Colclough farewell and hear about what events we have planned over the coming months.

The practice will be joined by some other partners such as Age UK to support with access to online services. In addition, Doctorlink will be around to support patients in registering for the new online service.

PATIENT PARTICIPATION GROUP

24th JULY – 10am-12pm

Hear about what is happening at the practice, tell us what services you would like to be delivered and meet your new Practice Manager.

We're keen to hear from our patients about how we can improve and develop what we do at the surgery and in the wider community and value your feedback.

"WHAT MATTERS TO YOU" WORKSHOP AND DROP-IN

16th AUGUST – 10am-12pm

A drop-in and workshop event for patients and community groups to provide feedback on the practice and its services to help us shape future service delivery.

Please get in touch with the practice reception team with your ideas or share them with us on the day.

Our Musculoskeletal Service Expands

Here at Windermere and Bowness Medical Practice, we believe in putting people first and we have already made changes to our service to ensure we can better meet the needs of our patients.

Our service improvements include Musculoskeletal (MSK) Practitioner, Amanda Hensman-Crook. Amanda is a specialist in MSK and orthopaedics with 24 years experience.

MSK conditions include a wide range of disorders that can impact the bones, muscles, tendons, ligaments, joints and connective tissue. There are more than 200 causes of MSK conditions and they affect 1 in 4 of the adult population, accounting for 30% of GP consultations in England. 10.8 million days are lost as a consequence of these conditions, having a huge impact on the quality of life of millions of people every single day.

Since Amanda joined in 2016, fewer patients with MSK conditions were referred to secondary care and thousands of GP appointments have been freed up allowing patients to have their needs met quicker. With such a great result, Amanda will be extending her hours each week and more appointments will be made available in the coming months. To make an appointment with Amanda, please contact the reception team.



Amanda Hensman-Crook



Helping you find the right path to the best care

We are delighted to announce that we are now using DoctorLink, an intelligent online tool which allows you as the patient to access advice, book appointments, order repeat prescriptions and manage your conditions. After a trial last year, we suggested alterations to the service to make sure it fit our surgery requirements. We believe the systems will be a great asset to our patients looking to find additional ways to manage their own health and medical treatment.

A key benefit of DoctorLink for you as the patient is improved access to medical advice 24/7. With a state-of-the-art online symptom checker, the service can help direct you to the most appropriate course of action. It can also help with appointment booking – finding the most suitable clinician and timescale matched exactly to your needs.

The DoctorLink service is only available to NHS practices and all the information stays with our GP

practice – offering you peace of mind. If you have any questions about the service, or would like to start using it, please speak to a member of the reception team.



LOCAL NEWS

Giving you the best care

When you contact our friendly reception team, you will be asked for a brief reason as to why you need an appointment. Please do not be offended by this; it is to help us ensure you are booked in with the most appropriate person for your need.

If you require an appointment for an acute problem (e.g. chest infection, ear ache or back pain) you will be scheduled an appointment with one of our experienced acute care clinicians; these include our team of General Practitioners, Advanced Clinical Practitioners and our Musculoskeletal Specialists. These appointments are available on the day by contacting our reception team or via our online platform – DoctorLink.

If you require a 'continuity of care' appointment (for ongoing care needs) these can be booked in advance by accessing our online booking system or by contacting our reception team. These appointments may be with our team of General Practitioners, Advanced Clinical Practitioners, Musculoskeletal Specialists, Clinical Pharmacists or Mental Health Specialists.



Celebrating 70 years of the NHS

The NHS turns 70 on 5 th July 2018! It's the perfect opportunity to celebrate the achievement of one of the nation's best-loved institutions, talk about advancements in science, technology and information, and what that means for patients.

We'd like to take this opportunity to thank our extraordinary NHS staff – the everyday heroes – who are always there to greet, advise and care for us.

The NHS is the best health service in the world, and we are proud of the daily contribution from our team here in Windermere. In delivering NHS services our aim is to always put patients first and if we all work together, we believe we can ensure we improve lives and deliver a healthy future for us all.



LOCAL NEWS

Meet Maureen



You probably recognise Maureen Field – she's our senior receptionist and the face of Windermere and Bowness Medical Practice! We asked Maureen to tell us a bit about her role:

How long have you been at Windermere and Bowness Medical Practice?

21 years this month!

What does your average day look like?

Every day I try to ensure the smooth and efficient running of the reception team and clinical surgeries, along with working closely with patients to make sure that they get the best possible care.

Tell us an interesting fact about yourself?

I've just become a Grandma!

Where are you from?

I currently live in Grange-over-Sands but I have lived locally all my life.

What is the best thing about your job?

I love my colleagues and working in a friendly and supportive environment.



Sad to say goodbye!

After three years at Windermere & Bowness Medical Practice, Dr Julie Colclough will be moving on in July to follow her ambitions of becoming a partner in a surgery.

Julie will be with us until the middle of July while we recruit new team members. I am sure you will join us in thanking Julie for her time at the surgery and wish her well with her new adventure

Julie commented, "It has been a privilege to meet so many great patients and work with such a talented team over the past three years. I'd like to wish the surgery and wider team the best of luck for the future."



MORE THAN JUST A GP PRACTICE



Windermere and Bowness Medical Practice has been part of the OnePrimaryCare family since 2015. Being part of a wider group of surgeries brings added benefits, more services and a wide range of professionals and expertise for our patients. With that said, two of our OnePrimaryCare experts, Lifestyle GP and Wellbeing Coach, Dr Helen Lawal and Stephen Kirk, lead physiotherapist, give their advice on to reduce your risk of diabetes and advice on how to keep fit and avoid injuries during the summer of sport.



GOING ON HOLIDAY? TRAVELSAFE THIS SUMMER

Part of our role as healthcare professionals is to ensure our patients stay healthy wherever they may be! Whatever you have planned for the summer – organising a trip abroad for work, visiting family overseas or going on an exciting holiday, we offer a service called TravelSafe, which helps you to stay safe on your travels with a range of vaccination services.

Consultation appointments are free of charge, so you can receive advice face-to-face with a healthcare professional. Here at Windermere Surgery we can

help with a wide range of travel vaccine, private prescriptions for anti-malarial tablets and specialist health advice tailored to your destination(s), all delivered by professionals who are experts in travel health with a range of appointment times to meet your needs.

For more information and a breakdown of vaccinations required by country, please visit www.fitfortravel.nhs.uk, or get in touch with the surgery to make an appointment with our team.



HEALTH ADVICE



PREPARE FOR THE SUMMER OF SPORT

As the world goes football crazy, we spoke to OnePrimaryCare's lead physiotherapist Stephen Kirk about how to keep fit and avoid injuries if you're playing 'the beautiful game' – or any other sport – this summer.

"Football is the UK's most dangerous sport with 1 in 5 people admitting to having suffered a serious injury whilst playing," Stephen explains. "The most common injury is a sprained ankle, followed by knee injuries and concussion. However, it's a great sport to do from a fitness point of view – it requires lots of running, fast footwork and physical agility, which provide amazing benefits for both physical and mental health. Football can help to reduce body fat, build muscle and increase bone strength.

"The best way to keep injury free and get the most out of your exercise is to stretch before and after exercise. Stretching increases the flexibility and reduces recovery time."

Here are some of Stephen's top tips to get the most out of your exercise and keep injury-free:

- Always warm up and cool down
- Tailor your stretching to your body and use a mixture of static holds and dynamic stretching:
Static holds are very useful for maintaining strength and flexibility when you're not regularly exercising, or between exercise sessions. Hold your stretch for about thirty seconds
- Dynamic stretching should be done before exercise – stretching the muscle for shorter holds and more repetition. This will allow your body to gradually warm up
- Key areas to stretch include: calves, hamstrings, shoulders, quads, back and abdomen



HEALTH ADVICE

Dr Helen on...



I believe that by making lots of small, easy changes to the way we live, we can address big issues like Diabetes and weight loss and begin to reshape our lifestyles in a way that benefits our health. Whether you are trying to lose weight, hoping to reduce your risk of developing Type 2 Diabetes or have already been diagnosed with Type 2 Diabetes, here are my top 6 Action Steps to help you make a start **to live well and reduce your risk of Diabetes.**



*Dr Helen Lawal
GP and Health & Wellbeing Coach*



An organised eater is a healthy eater

Plan your meals and snacks and batch cook whenever you can. Having healthy food ready made, makes it easier to make the right choices



Eating fat doesn't make you fat

Increase the amount of healthy fats in your diet such as olive oil, avocado, almonds, walnuts and oily fish like Mackerel, Sardines and Salmon



Beware of hidden sugar

Often foods labelled as low fat or "healthy" are high in sugar. Sugar has NO health benefits



Focus on the quality of your food rather than counting calories

Increasing the amount of vegetables in your diet is a great place to start



Eat non-processed "real" foods

Limit the amount of processed carbohydrates in your diet like bread and pasta



Move more

It's important to increase the amount of time we spend moving. Exercise not only benefits our physical health but it boosts our mood too