



# Wootton Medical Centre Summer Newsletter

## Friends and Family Test Results

Each month we collate scores from our friends and family test as well as comments left by our patients such as the below:

*“Dr Kolacki was excellent and took time to answer all my questions”*

*“Dr Au is very kind and compassionate”*

*“Dr Loe listened and took great care to understand my problem”*

*“Dr Nirujogi was understanding, kind and very thorough”*

*“Dr Burada took the time to listen to my concerns”*

*“John the paramedic was brilliant.”*

*“Kieron (Paramedic) explained everything very clearly and professionally”*

*“Gemma (Lead Nurse) was very professional, polite and reassuring”*

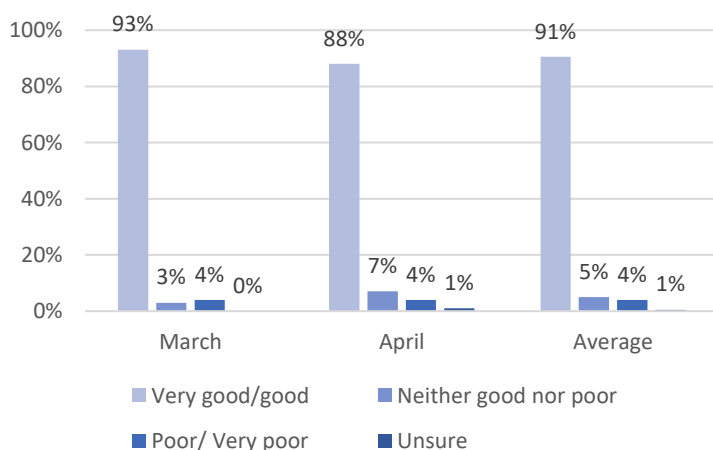
*“Professional and polite receptionists”*

*“Rebecca (Nurse) is always polite and explains everything”*

*“Jannine (Nurse) always does an excellent job”*

*“Anish (Physiotherapist) was very patient and listened to me”*

The below shows out March and April results with our current average for the question “How likely are you to recommend our practice to family and friends if they needed similar care or treatment?”



## World Breastfeeding Week 1st-7th August

World Breastfeeding Week is held in the first week of August every year, supported by WHO, UNICEF and many Ministries of Health and civil society partners. This year’s theme will focus on breastfeeding and work, providing a strategic opportunity to advocate for essential maternity rights that support breastfeeding – maternity leave for a minimum of 18 weeks, ideally more than 6 months, and workplace accommodations after this point. These are urgent issues for ensuring women can breastfeed as long as they wish to do so: more than half a billion working women are not given basic maternity provisions; many more find themselves unsupported when they go back to work.



## A note from Reception

Help us to help you by keeping your contact details up to date and giving us consent to contact you via SMS.



# Keeping healthy this summer



Most of us welcome hot weather, but when it's too hot, there are health risks. During heatwaves, more people than usual get seriously ill or die. If hot weather hits this summer, make sure it does not harm you or anyone you know.

## Who's most at risk?

- A heatwave can affect anyone, but the most vulnerable people are:
- older people – especially those over 75 and female
- those who live on their own or in a care home
- people who have a serious or long-term illness including heart or lung conditions, [diabetes](#), [kidney disease](#), [Parkinson's disease](#) or some mental health conditions
- people who are on multiple medicines that may make them more likely to be badly affected by hot weather
- those who may find it hard to keep cool – babies and the very young, the bed bound, those with drug or alcohol addictions or with [Alzheimer's disease](#)
- people who spend a lot of time outside or in hot places – those who live in a top-floor flat, the homeless or those whose jobs are outside

## Tips for keeping cool

- Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.
- Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes.
- Keep your living space cool. Close windows during the day and open them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep.
- For more information visit [GOV.UK: Beat the heat: staying safe in hot weather](#).
- You can also get help from the environmental health office at your local council, if you think a hot house is affecting your health or someone else's. They can inspect a rented home for hazards to health, including excess heat.



## Signs of a heat related illness

- The signs of heat exhaustion include:
  - fast breathing or heartbeat
  - a high temperature
  - being very thirsty
  - weakness
- tiredness
- dizziness
- headache
- feeling sick or being sick
- excessive sweating and skin becoming pale and clammy or getting a [heat rash](#), but a change in skin colour can be harder to see on brown and black skin
- The symptoms of heat exhaustion are often the same in adults and children, although children may become irritable too.
- cramps in the arms, legs and stomach
- If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

# Contacting the Practice

*We thank you for being a patient patient*

## Opening Hours:

Monday-Friday: 08:00-18:30  
hrs

Saturday/Sunday/Bank  
Holidays- Closed

Appointments can be  
booked in advance and are  
available by telephone or  
face to face.

Please do not arrive more  
than 5 minutes early for your  
appointment and please use  
the patient check in screens  
to mark your arrival.

Website:

[www.woottonmedicalcentre.co.uk](http://www.woottonmedicalcentre.co.uk)

Facebook Page:

<https://www.facebook.com/WoottonMedicalCentre/>

## Virtual PPG

Would you like to join our  
virtual Patient Participation  
Group?

The WPPG is run virtually  
through a private Facebook  
group and email. It would be  
great to have you onboard,  
giving your input to what  
matters to our patients. For  
more information please  
email  
[wootton.k83055@nhs.net](mailto:wootton.k83055@nhs.net)

## Ways to contact the surgery

For general **non-urgent** enquires and requests please use our  
email address:

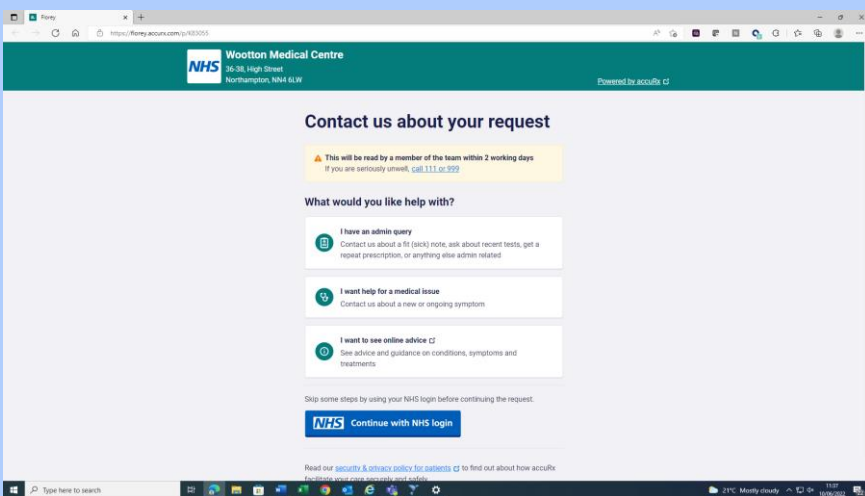
[wootton.medicalcentre@nhs.net](mailto:wootton.medicalcentre@nhs.net)

We will respond to your enquiry within 7 days.

We also have a new service called **Patient Triage**.

Using this link patients can request a routine appointment, ask for  
an updated sick note and seek advice on a range of illnesses. We  
will respond to you within 2 working days.

<https://floreay.accurx.com/p/K83055>



## Prescription Requests

We do not take prescription request over the telephone or by a  
pharmacy however you can request your medication through the  
following options:

### NHS App



Using system online (prior registration is required)

<https://systemonline.tpp-uk.com/2/Login>

Email [wmc.prescriptions@nhs.net](mailto:wmc.prescriptions@nhs.net)

Please include your name, address, date of birth and a list of the  
items you need.

