

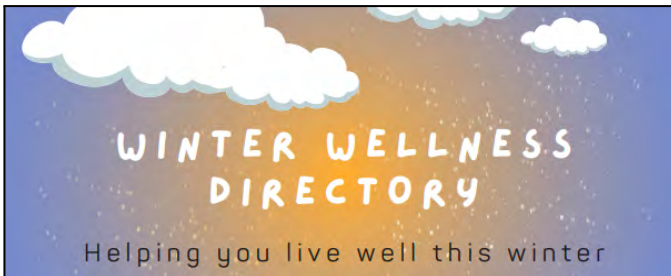
December 2023



## Major Building Work at Mountwood

We have recently completed extensive building work at the Surgery. Most of the internal doors downstairs have been replaced with new soundproof and fireproof doors, including all of those on the clinical rooms.

This extensive work was paid for in part by a grant from NHS England.



## Winter Wellness

This is the time of year when we need to take extra care. H4All, MIND and My Health have created an online resource to help you keep well this winter.

The leaflet provides guidance and support in coping with cold weather, managing fuel bills, reducing out-goings, dealing with debt, eating properly and staying fit.

The leaflet also provides useful links to Government and council benefit schemes and grants.

The leaflet can be found on the Mountwood Surgery website by looking at the NEWS page and following the link.

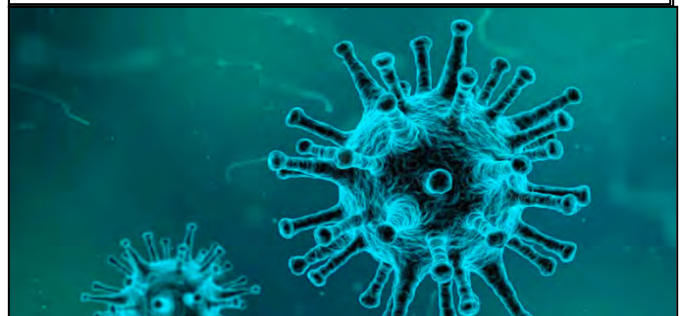
## Flu Jabs

This year's **flu vaccine** gives you the best possible protection against the flu viruses likely to be circulating this season.

We are still offering flu jabs to all over 65s and those under 65 who have a long term health condition. Also for all pregnant women, for those in care homes, or for those who are the main carer for someone.

Children aged 2, 3 and 4 years old (nasal spray vaccine) can also get the vaccine

Please call reception to book an appointment.





### **Patient Participation Group**

We want patients to have their say about Mountwood Surgery. The PPG is a forum for your views to be heard.

It is a way to gain the views of registered patients and ensure that they are involved in decisions about the range and quality of the services provided by the surgery.

All patients are welcome. We especially need young people, workers, young parents, carers, LGBT, people with disabilities, people who are new to the UK, retirees, people with long term conditions and people from non-British ethnic groups to give their views. We meet once a month and you are welcome to join us to learn more about your GP surgery.

If you wish to join the committee, come to a meeting, or submit any feedback/suggestions please email [PPGMountwood@gmail.com](mailto:PPGMountwood@gmail.com)

### **Is This For You?**

Our PPG is organising a series of meetings for patients. We had a very successful meeting in October for those with Parkinson's disease. We hosted speakers from Parkinson's UK who talked about the latest research projects and also about local support for patients and their families.

Full details are available on the website under NEWS

If you have any requests for future meetings, or have any useful contacts, please contact us: [PPGMountwood@gmail.com](mailto:PPGMountwood@gmail.com)

### **New Practice Manager**

Mountwood Surgery welcomes the appointment of Chris Bateman as our new practice manager. We are also grateful for the help given by our previous practice manager, Gill Tobin, who has returned part-time to support him while he settles in.

### **New Staff**

Mountwood Surgery is delighted to welcome two new members of staff to the team:

Jinal is appointed as a Care Coordinator, working closely on our searches, as clinical coder and involved in scanning

Hana is appointed as a Care Coordinator and a member of the Pharmacy Team. She will work with the prescribing team on repeat dispensing, and will also work on the front desk at Reception.

### **We wish all our patients a Merry Christmas and a Happy New Year!**

Our Christmas/New Year opening times are:

Monday 25th December	Closed
Tuesday 26th December	Closed
Wednesday 27th December	Open
Thursday 28th December	Open
Friday 29th December	Open
Monday 1st January 2024	Closed
Tuesday 2nd January 2024	Open



### **CCTV**

Mountwood Surgery has installed CCTV at Reception following a number of incidents where staff have been verbally abused by a minority of patients. This behaviour is completely unacceptable and will not be tolerated by the Practice. Mountwood Surgery will deal with all such incidents and the CCTV will enable them to monitor all interactions within the Reception area.

## **Good News: Extra Appointments Available for our Patients**

### Extended Hours Hub

There are three hubs which are spread across Hillingdon Borough - Eastcote Health Centre, Uxbridge Health Centre and HESA centre. The Hubs are a service where we can provide you with a wider range of appointments (including evenings and weekends).

You will need to consent to the service seeing your medical records. This is so they can use your medical history to aid their diagnosis and treatment.

This is an excellent service which is in place to help all local GP practices with the huge demand on daily appointments, Mountwood patients will be triaged to these extra services. Weekend appointments are also available at the Hub for nurses appointments, these are great for anyone who is unable to attend the practice during their working week. Please ask our friendly reception team for further details.

## **Cryotherapy**

Cryotherapy, using freezing to remove warts, is no longer offered at the Surgery. Please speak to your local pharmacy for advice regarding alternative treatments which are equally effective.

## **Are Your Details Up To Date?**

Please remember to inform us of any changes to your contact details, especially your mobile phone.

## **Cervical Screening**

Please don't forget to book your appointment for a smear test.

Cervical screening is offered to all women aged 25 to 49 every three years and for women aged 50 to 64 every five years.

Please call Reception for an appointment.

For more information please see:

<https://www.jostrust.org.uk/video/your-guide-cervical-screening-smear-test>

## **New Students**

Mountwood Surgery has a strong philosophy of teaching. We have been a training practice since 1990. We have taught nurse and physician associates. Recently we have been building a strong relationship with the new medical school at Brunel University. Last year we taught a group of first year students. This year we are teaching 2 groups of first year students and 1 group of 2nd year students. We plan to expand our teaching role. We will be taking a student from Kings next summer.

So don't be too surprised if you see groups of fresh faced eager students milling round the corridors

