

April 2015 newsletter from Park View Health Partnership

A 'luxury' removed

Many patients have used the computer in the waiting room over the past few years to access essential health information, to complete surveys and to read what's new on our website www.parkviewhealth.co.uk. With the withdrawal of support from the Microsoft XP operating system and the forced introduction of the upgrade to Windows 7 operating system, it means that we can no longer offer this service to Park View patients. You can, of course, continue to view our website from personal computers or those in public places but we are no longer allowed to offer the luxury of an in house patient computer.

A new role in the practice

Kate is our Care Co-ordinator who provides a new service to the practice. Her role is to support our frail, elderly and vulnerable patients to maintain independence and avoid unnecessary admissions to hospital and care homes. Supporting patients with a range of needs, Kate will work closely with the GPs in providing:

- a central point of contact for patients and carers
- signpost to support services including organisations who will be best able to advise as to any benefits the patient/carer may be eligible for
- maintain a coordinated approach in liaising with other health professionals who may be involved in patient care
- ensure that all unpaid carers have a "contingency plan" in place.

So you may find that during discussions at appointments or over the telephone, your GP might suggest that Kate contacts you to follow up on any additional support you might need.

Smoking cessation

There are so many statistics out there regarding the health problems caused by smoking that it would probably take a lifetime to read them. At Park View Health Partnership, we recognise that in order for a smoker to quit, they need to want to do this as we can't do it for them. However, we can offer FREE support, guidance and nicotine replacement therapy (or alternative medication) for any smoker who wants to quit, whether this be the first time they have tried or one of many. We always have an appointment available with our smoking cessation team and a great success rate!

New staff appointments

We've had a recruiting frenzy over the past couple of months and you'll be meeting new staff as they start work with us. We welcome Amy on reception and Lucy, who is working in the nurse team.

You may wonder....

where the March newsletter went? Newsletters are produced and published every 6 weeks so as not to bombard our patients with information about the practice. As a result a whole month can pass by with no newsletter being published.