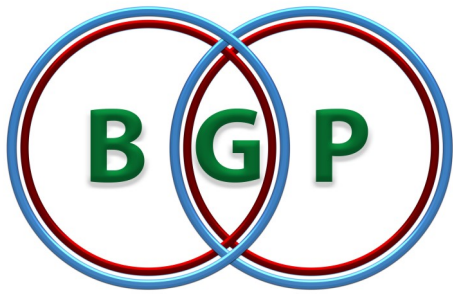


# BARTLETT GROUP PRACTICE



## MONTHLY NEWSLETTER



MARCH 2024 / VOL. 007



### TOP NEWS

- British Sign Language
- BGP recommends
- HRT PPCs

### Bank Holiday Prescriptions

Bartlett Group Practice will be shut on the 29th March and 1st April for the Easter period.

If you require repeat medication over this time, **please ensure you submit your request to us before the 21st March** to ensure it will be ready prior to the holiday. Any prescriptions submitted after this time, may not be completed until after the bank holiday.

You can submit your prescription request in writing, by coming in and filling out a repeat form or via the NHS App.

Please note that we do not accept prescription requests over the phone for safety reasons.

### ADVANCE NOTICE:

We have a staff training day taking place on the 12th March 2024. The practice will be closed from 12:30—18:30.

**YOU SAID**

**WE  
DID**

**You said:** I can't use my phone to complete medication review questionnaires.

**We did:** If you let us know you cannot complete the reviews on your mobile, we can send you the paperwork to fill in instead. We will then add a code so we send paper formats next time.

# TICKS AND LYME DISEASE

**D**uring the spring months, ticks start to become active once more.

Tick bites are not always painful and you may not notice a tick unless you see it on your skin. Some ticks may also carry the bacteria that causes Lyme disease.

If you notice a tick on yourself, you should get this removed as soon as possible.

## To remove a tick safely:

1. Use fine-tipped tweezers or a tick-removal tool. You can buy these from some pharmacies, vets and pet shops.
2. Grasp the tick as close to the skin as possible.
3. Slowly pull upwards, taking care not to squeeze or crush the tick. Dispose of it when you have removed it.
4. Clean the bite with antiseptic or soap and water.

The chance of getting ill is low. You do not need to do anything else unless you notice a rash or become unwell.

**A circular or oval shape rash can be an early symptom of Lyme disease.**

You should speak to your GP if you have a rash as described or if you are exhibiting flu like symptoms and have been bitten by a tick in the last 3 months.



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## GP ANNUAL REVIEWS WITH A PERSON WITH DEMENTIA



**A**nual reviews are a key part of a person with dementia's care. In an annual review, our Matron Caroline Roberts will invite the person to attend a treatment room appointment for a routine blood test, and check of height, weight and blood pressure.

offered to follow-up with the person and their family and/or carer.

The Matron will ask questions (and, importantly, ask if you have any), do a medication review, check for new symptoms or changes in behaviour, and discuss planning ahead and support for carers.

An extended appointment will then be

Even if the person with dementia feels





well, they should still see the GP for an annual review. This is a yearly check-up and an important part of their care.

[www.alzheimers.org.uk/get-support/help-with-dementia-care/gp-annual-review-person-dementia](http://www.alzheimers.org.uk/get-support/help-with-dementia-care/gp-annual-review-person-dementia)

See the following link for further information:



## WHAT IS DEMENTIA?



It's normal for your memory to be affected by stress, tiredness, certain illnesses and medicines. However, Dementia is not only about memory loss. It can also affect the way you speak, think, feel and behave.

It's also important to remember that dementia is not a natural part of ageing.

Dementia is a syndrome (a group of related

symptoms) associated with an ongoing decline of brain functioning. There are many different causes of dementia, and many different types.

People often get confused about the difference between Alzheimer's disease and dementia. Alzheimer's disease is a type of dementia and, together with vascular dementia, makes up the majority of



## WHAT ARE THE SYMPTOMS?

Dementia symptoms may include problems with:

- memory loss
- thinking speed
- mental sharpness and quickness
- language, such as using words incorrectly, or trouble speaking
- understanding
- judgement
- mood
- movement
- difficulties doing daily activities

## HOW COMMON IS DEMENTIA?



Research shows there are more than 944,000 people in the UK who have dementia. 1 in 11 people over the age of 65 have dementia in the UK.



# BARTLETT GROUP PRACTICE STATISTICS

This is the 7th volume of the Bartlett Group Practice Patient Newsletter so we thought we'd share some statistics with you all on some of the work we've been doing in the last 6 months (September 2023—February 2024).



60,623  
MEDICATION REQUESTS



106,342  
TELEPHONE CALLS IN



1,809  
DID NOT ATTEND APPOINTMENTS

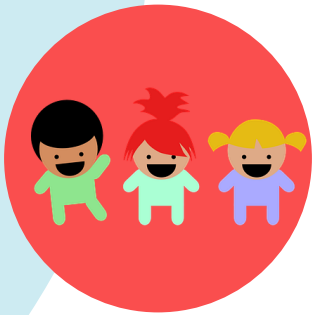


1483  
NEW REGISTRATIONS



28,407  
REGISTERED PATIENTS

# 6 MONTH OVERVIEW



1,200

HEALTHIER TOGETHER APPOINTMENTS



479

HOME VISITS



6981

FLU VACCINES GIVEN



17,842

ONLINE USERS



8

NEW STAFF WELCOMED

# BRITISH SIGN LANGUAGE (BSL)

**B**ritish Sign Language is a visual way of communicating with others using your hands, facial expression and body.

There are an estimated 9 million people in the UK who are deaf or hard of hearing.

BSL isn't simply English with hand signs, it is a different language with its own grammar and sentence construction. While you would say "what is your name?" in English, a BSL user would sign, "your name, what?"

It is also important to note that British Sign Language is completely different to other sign languages such as American Sign Language or Japanese Sign Language.

Fingerspelling is used as a method of spelling words using hand movements. The fingerspelling alphabet is used in sign language to spell out names of people and places for which there is not a sign.

There are many helpful websites and courses available to help learn British Sign Language as well as many numerous videos online.

We've included a few signs below that could be helpful in a medical environment.

Medical Procedures	
Bandage	Blood Pressure
Draw Blood	Injection
Surgery	Stitch
Test	

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>
<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	<b>S</b>	<b>T</b>	<b>U</b>
<b>V</b>	<b>W</b>	<b>X</b>	<b>Y</b>	<b>Z</b>		

# Get protected against measles

Contact your GP practice about the MMR vaccination.



**M**easles can cause serious complications, such as pneumonia, meningitis, blindness and seizures. After a 30-fold increase in measles cases in Europe in 2023, increased rates of measles in the UK suggest that we may see a significant increase in the number of cases here too.

This is partly due to the reduced levels of vaccination against measles.

If you or your child hasn't received two doses of the MMR vaccination, contact us at the surgery to see if you can be vaccinated.

## GET U BETTER

### GET U BETTER



One app for many conditions

- Lower back pain
- Back and leg pain
- Neck pain
- Shoulder pain
- Ankle pain
- Knee pain



Get U Better is an app developed specifically to help with musculoskeletal issues. It gives you tailored approaches to help you recover more quickly and to track your progress.

It's free to sign up—and the feedback we have had from users is that it is great! If you are waiting for physio why not give it a try?

[www.app.getubetter.com/request-access-preselection](http://www.app.getubetter.com/request-access-preselection)

# NO SMOKING DAY

MARCH 13TH 2024

**S**topping smoking is one of the best things you can do for your health. The chemicals found in cigarettes and other smoking products kill thousands of people in the UK every year. According to the World Health Organisation, tobacco kills more than 8 million people each year, including an estimated 1.3 million non-smokers who are exposed to second-hand smoke. Tobacco also kills up to half of its users who don't quit.

Smoking increases your risk of developing more than 50 serious health conditions such as: cancers, stroke, high blood pressure, peripheral vascular disease, coronary heart disease, cerebrovascular disease, COPD, pneumonia, erectile dysfunction, reduction in fertility and more.

Children who are exposed to smoke are at increased risk of: chest infections, meningitis, cough, glue ear and sudden infant death syndrome (SIDS).

Did you know when you smoke you are



breathing in harmful chemicals such as carbon monoxide? This is a poisonous gas that means your blood cells cannot carry oxygen around your body as well as they should. Having high levels of carbon monoxide in your blood can greatly increase your risk of heart and circulatory diseases.

When you smoke you are also breathing in tar. This can cause cancer and 70% of the tar you breathe in stays in your lungs and damages them. Cigarettes that are labelled 'light', 'mild', or 'no tar' are misleading. All cigarettes are bad for your health.

Nicotine is the addictive chemical found in cigarettes. This increases your heart rate and blood pressure. If your blood pressure is untreated, this can permanently damage your arteries and your heart.

The NHS can help give you information and advice on quitting smoking. You can visit the NHS Smokefree website, download the free NHS Quit Smoking app or call the helpline on 0300 123 1044.

You can also self refer to One You Surrey who offer advice on how to quit smoking. With their support you are 3x more likely to quit. You can contact them by:

Phone 01737 652168

Email: [hello@oneyousurrey.org.uk](mailto:hello@oneyousurrey.org.uk)

Website: [www.oneyousurrey.org.uk](http://www.oneyousurrey.org.uk)

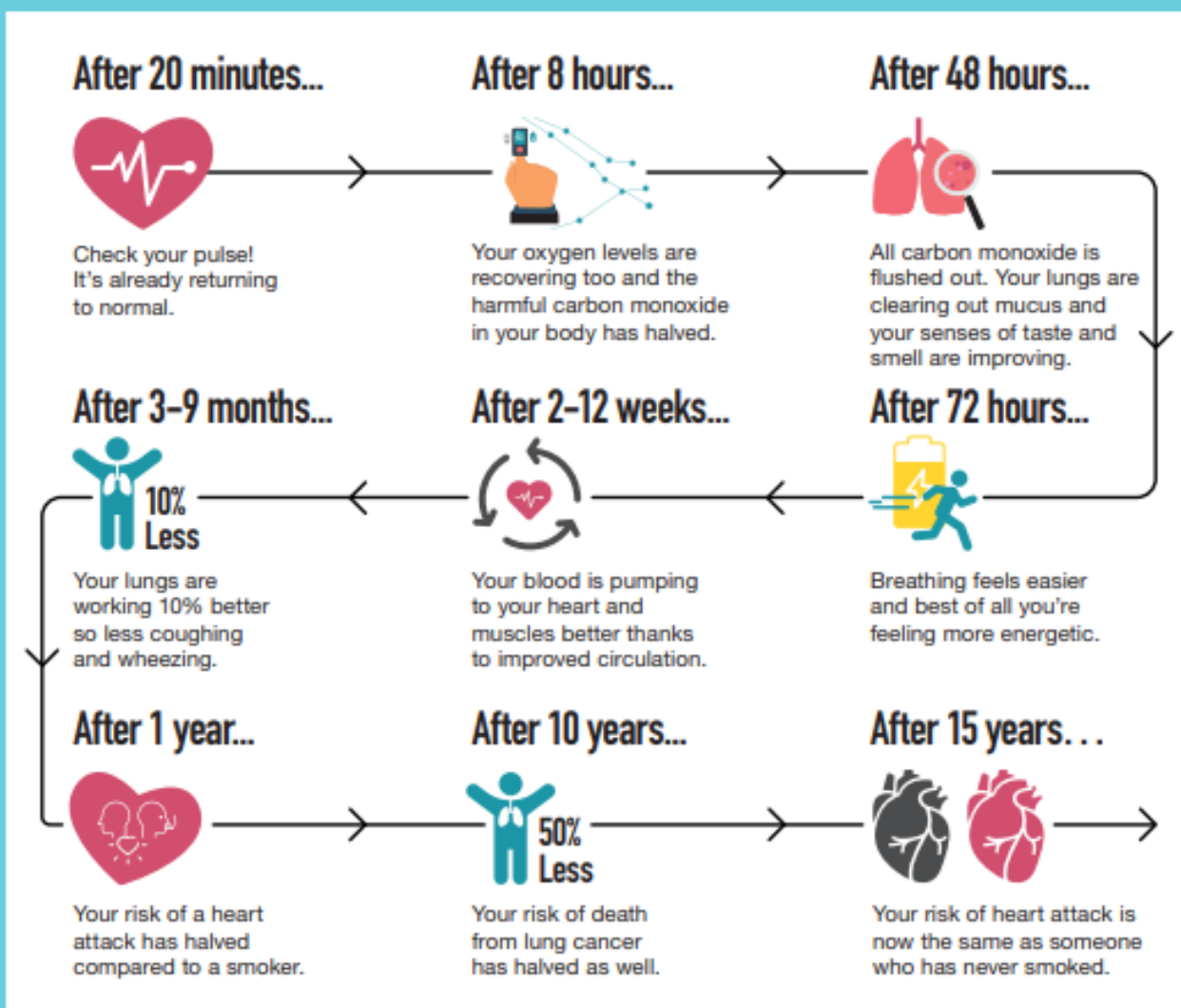
Our GPs can also provide you with advice and guidance on how to stop smoking and help you quit for good.





# What happens when you quit smoking?

It's never too late to quit smoking and many health benefits will happen faster than you think. Here's what can happen after your last cigarette...



It's never too late to stop smoking. With the right support you're up to three times as likely to quit for good.

[Search smoke free for free support and advice](#)

**Better Health**

**Let's do this**

## Bartlett Group Recommends..... Cheats' Pizza Calzone

### Ingredients

4 soft flour tortillas  
(wholewheat, if possible)  
4 tomatoes, chopped  
80g hard cheese, grated  
(reduced-fat, if possible)

### Swappable or optional

1 red pepper, deseeded  
and thinly sliced  
1 yellow pepper, deseeded  
and thinly sliced  
150g closed-cup  
mushrooms, sliced  
4 handfuls mixed salad  
leaves  
1 carrot, grated  
2 celery sticks, chopped  
3 teaspoons dried Italian  
mixed herbs (optional)  
1 pinch ground black  
pepper (optional)



### Method

1. Preheat the grill. Arrange the peppers and mushrooms on a baking sheet and grill them for 4 to 5 minutes, turning once. Add the tomatoes and herbs, then season with black pepper. Keep warm.

Add some torn-up basil leaves to the tomato mixture for extra flavour.

2. Put a tortilla into a dry frying pan and sprinkle a quarter of the cheese over the top. Cook over a medium heat for about 30 to 40 seconds until melted.

You could use white flour tortillas, though they won't provide as much fibre as wholewheat ones.

3. Add a quarter of the vegetable mixture to one side of the tortilla, then fold it in half, over the filling. Cook for a few moments, then slide it onto a warm serving plate. Keep warm.

4. Repeat with the remaining tortillas. Serve with the salad leaves, grated carrot and celery.

For a snack, just make 2 and cut them in half to serve 4 people.



## GP carer SUPPORT—Are you a carer?

**O**ur carers are important to us; please let us know if you are a carer, so that we can offer you help and support if you need it. When carers are identified early and properly supported, they are better able to continue in their caring roles.

Anyone who looks after a friend or family member who cannot manage without them, and is unpaid, can register. This includes carers under the age of 18.

You can pick up a registration form from reception, or register using the online form on the Bartlett Group

Practice website. Our Matron, Caroline Roberts, will contact you to explore the potential support options available. If you haven't already done so, see our Bartlett Group Practice website for more carer frequently asked questions : [www.bartlettgrouppractice.co.uk/carerinformation](http://www.bartlettgrouppractice.co.uk/carerinformation)



## TOP *tips*

With spring on it's way, here's a few things to think about:

1. Make sure if you suffer with hayfever you have enough stock of medicines. You can speak to a pharmacist for advice, and most hayfever medications can be bought over the counter.
2. Try to get out in nature. A walk can help you feel more connected and fresh air helps with mental clarity.
3. Why not try a new hobby, you could pick up gardening, reading or cooking for example. Try to set aside some time for you to do something you enjoy.



# HRT Pre-Payment Certificate

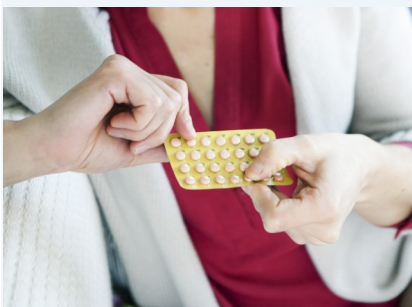


Did you know? You can get an HRT prescription prepayment certificate (HRT PPC) from the NHS if you've been prescribed an eligible hormone replacement therapy (HRT) medicine.

The HRT PPC costs £19.30 for 12 months.

It will cover all your eligible HRT prescriptions for that period, no matter how many different medicines you need. There's no limit on the number of HRT prescription items you can get with it while it's valid.

You'll save money if you're going to buy more than 2 prescription items in 12 months.



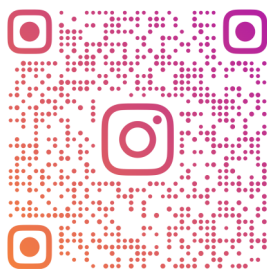
[www.health-charge-exemptions.nhs.uk/buy-hrt-ppc](http://www.health-charge-exemptions.nhs.uk/buy-hrt-ppc)

## We're on Facebook & Instagram!

Why not give us a like or a follow?

We post helpful and up to date information about what's going on in the practice as well as useful links to helpful websites and apps.

You can find us by searching [@BartlettGroupPractice](#)



**BARTLETTGROUPPRACTICE**

## Practice Stats

Over the month of February (1st – 29th) we have had:

**16,690** phone calls into the practice

**8406** medication requests

**270** people did not attend their booked appointment

We also have:

**28,407** patients registered with us

**17,842** patients using online access

**6981** flu vaccines given since flu season started