

FURNACE GREEN SURGERY



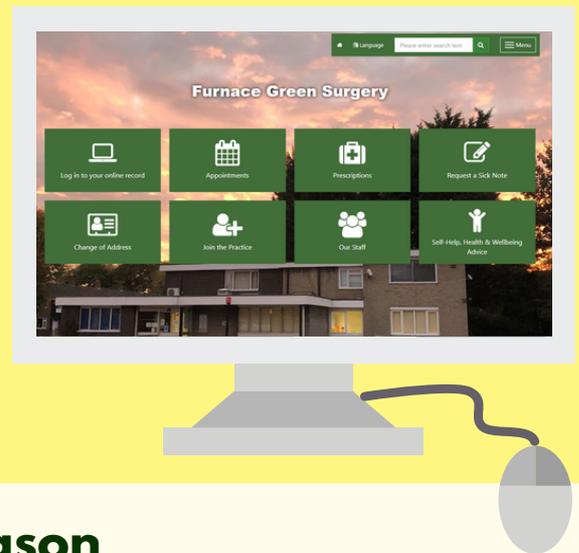
Providing NHS services

SPRING NEWSLETTER

New practice website

We have just finished re-designing our website. The new site is fully accessible on computers and mobile phones, with in-built translation into many languages using Google Translate. It is also compatible with screen readers.

We hope it will make it easier for our patients to find the information and services they need quickly, including links to book appointments and request medication online, and quick and easy online forms to request a sick note or inform us if you are a carer. Visit www.furnace-green-surgery.co.uk to check it out.



Hay fever season

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest. There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high.



Hints and tips

- put Vaseline around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you have been outside
- stay indoors and keep windows and doors shut
- vacuum regularly and dust with a damp cloth
- avoid cutting grass and walking on grass
- do not keep fresh flowers in the house
- do not smoke or be around smoke
- do not dry clothes outside
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter



A pharmacist can help with hay fever

Speak to your pharmacist if you have hay fever. They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help with itchy and watery eyes, sneezing, and a blocked nose.

New clinics at Furnace Green Surgery

Blood Pressure Follow-Ups



We're improving the way we follow up patients who have a high blood pressure reading. If you have a high reading, you may be referred to our new Hypertension Clinic, run by our Healthcare Assistant Stacy. Stacy will make sure your blood pressure is re-checked, including with home readings or a 24 hour reading if needed. If your blood pressure remains high, she will send a message back to the GP so they can consider starting you on treatment or completing further investigations.

You care, so we care



At Furnace Green Surgery, we want to make sure that carers receive the support they need. We have recently started inviting our registered carers for annual health reviews, to check up on their own health needs, as well as seeing how we can support them with their caring role. If you care for someone, please let us know by filling in a quick form on our website at www.furnace-green-surgery.co.uk/carers-support, where you can also find information about local services available to you.

How much work goes on at Furnace Green Surgery? We've recently started producing these infographics to help our staff and patients understand what's keeping us busy. Look out for this information being updated monthly on our waiting room screen and our website.

What's been happening at Furnace Green? April at a glance...



We now have **7,284** patients registered at the practice, with **86** new registrations in April

Our staff went out on **19** home visits



We sent **398** referrals...

...issued **11,801** medications...



...and our reception team received **2,872** incoming calls

We carried out **2,428** appointments, of which...

71% were with a GP

63% were face to face

In April, 84 appointments were missed by patients.

We saw 20% of all our registered patients last month, so every appointment is precious.

If you cannot attend your appointment, please cancel so we can offer it to someone else.