

Crown Heights Medical Centre

Spring 2011

Changes at Crown Heights—New Doctors

After over 30 years at Crown Heights Medical Centre, Dr Richard Turner has left us. Richard will be well known to many of you and we were sad to see him depart from the practice, particularly as under his leadership the practice had undertaken some considerable change. Having stepped down as Senior Partner in 2007, Richard had relinquished his role in favour of Dr Judith Pagdin, however, he remained very much a leading light in the practice until he retired on the 31st March 2011.

Dr Turner has been replaced in the partnership by Dr Matt Nisbet. Matt has been at the practice since December 2007, occupying a role as an associate partner. Matt, a married man with two children, was a very strong candidate to fill the vacancy created by Dr Turner's departure and we are very happy that he has agreed to join the partnership. A

We wish Dr Turner well in his retirement and welcome Dr Nisbet.



Dr Matt Nisbet



Dr Felicity Groom

We have three further doctors joining us at the practice later this year, two of which have worked here previously. In July, Dr Felicity Groom is returning to the practice after a short period of absence where she had a baby. Felicity occupied the GP registrar post; a role where a qualified doctor completes their training as a general practitioner. Felicity spent a year with us in 2009/10 and we are very pleased that she is returning to us as an associate partner. Joining Dr Groom, we have Dr David Odd, another GP Registrar, who will be joining us in the first week of August, followed soon after by Dr Masum Meah on the 22nd August. Masum is another doctor returning after a short period away. Masum has completed his GP training and once again we are delighted to have secured the services of three first class doctors to join our team at Crown Heights.

Crown Heights Medical Centre—Patient Participation Group - A survey



Crown Heights Medical Centre finds itself ahead of a national initiative once again. Patient Participation is one of the items that both the Government and the NHS feel should be given a high priority and on the 1st April 2011 the Government launched an initiative where they are encouraging general practices to form a patient participation group. Led by Dr Andrew Cole, Crown Heights Medical Group has enjoyed the having a patient participation group for almost two years. The group is still developing but

is really starting to find its feet now and is starting to influence the practice in many of the initiatives it takes. An example of this is the text reminder service, which many of you have signed up to. The group proposed this initiative and upon their suggestion the practice launched this service. Similarly our facebook site (enter Crown Heights Medical Centre into the search box within facebook). As a further initiative the Patient Participation Group have asked us to launch a sur-

vey to determine whether you want us to continue to publish our newsletter.

Should you require further information regarding the group either contact our practice manager, Stefan Morawiec or visit our website at www.crownheightsmedicalcentre.co.uk.

You may obtain a copy of the survey with this newsletter and or via <http://www.surveymonkey.com/s/WGM5HNL>

Practice Opening Hours:
(Crown Heights)
Monday to Friday
08:00 to 18:30
Extended opening (by appointment only)
Monday to Thursday
18:30 to 19:30
Friday
07:30 to 08:00
(Lychpit)
08:30 to 18:00. Please not the practice is closed from 1:15 until 1:45 p.m. on Monday

www.crownheightsmedicalcentre.co.uk

Where can we find out more about the practice?

From this site, did you know that you can order prescriptions and make appointments on-line.

Even get this newsletter delivered on a regular basis straight to your home
Visit us and see what over 30000 visitors



Hay fever is an allergy to pollen that affects around 20% of the British population.

Five tips for hayfever sufferers

1. Calm down

Try to reduce your stress levels. The survey showed a clear link between stress and the severity of hay fever symptoms. Almost seven out of ten stressed-out hay fever sufferers rate their symptoms as unbearable or debilitating. As stress levels drop, symptoms become milder.

2. Exercise more

Regular exercise can improve your hay fever. The survey found that people with hay fever who exercise most have the mildest symptoms. Exercise will help reduce your stress levels, too. Aim to do 30 minutes of exercise, at least five times a week. However, during hay fever season, avoid exercising outdoors when the pollen count is high.

This is generally first thing in the morning and early evening. Instead, exercise in late morning or afternoon when pollen counts tend to be lowest. If pollen counts are really high, stick to indoor exercise, for example at your local gym or swimming pool.

3. Eat well

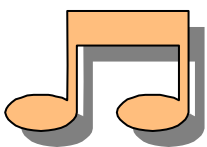
The survey suggests that people with hay fever who eat a healthy diet are less likely to get severe symptoms. Eat a varied, balanced diet with plenty of fruit and vegetables, but be aware that some healthy foods can make hay fever symptoms worse. Foods that can worsen hay fever symptoms include apples, tomatoes, stoned fruits, melons, bananas and celery.

4. Cut down on alcohol

Try to reduce your alcohol intake during the hay fever season. The report concluded that as well as making you more sensitive to pollen, alcohol also dehydrates you, making symptoms seem worse.

5. Sleep well

Try to avoid too many late nights during the hay fever season. The survey found that people with hay fever who get a good night's sleep tend to have the mildest symptoms. Just one in eight (13%) people who had at least seven hours sleep a night reported severe symptoms, compared with one in five (21%) who regularly had five hours sleep or less a night.



Sound bites!

Our patient list size continues to grow and we have now reached over 20,500 patients: a rise of over 1500 patients since 2008. In order to accommodate that growth we have employed more doctors and staff.

Need a reminder?

We would be delighted to send you a text message reminder regarding your appointments. Simply request to sign up at reception and you will never forget that important appointment again



Keep in touch

Take a look at our Facebook site by simply entering

Crown Heights Medical Centre in the search box. We can keep you up to date on all that is happening at Crown Heights.

We are sorry that many of you experienced difficulty in obtaining access to

the practice telephone system recently. This was primarily due to the fact that with two public holidays coinciding, we



were trying to fit in 10 days work into 6 days. We also suffered some staff shortage during this period and the two combined resulted in long delays in answering your calls. If you do have access to the internet and want to register for our on-line appointment booking service, please visit our website and we provide you with a password very quickly to access our online booking system.

