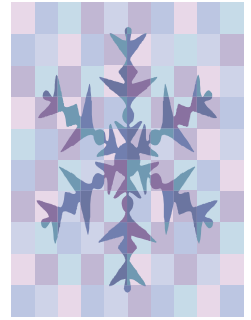




Courtyard surgery Patient Newsletter Issue 13 - Winter 2011



Dear Patients,

Welcome to the thirteenth edition of our patient newsletter. The newsletter is used to notify you about health initiatives and information as well as news of recent events in the surgery which we hope you will find of interest.

It is also a way of involving patients in decisions regarding the services that are available here. We would welcome any suggestions, comments or ideas about things you would like to see in the newsletter please complete the form below.

LEAVERS AND JOINERS

It is with great sadness that I announce Neethu's departure. In the time that Neethu was employed at Courtyard Surgery, her work has been excellent, both in quantity and quality. I wish Neethu success in her future endeavors, and hope that one day our paths may cross again. Thank you Neethu for all you have done at Courtyard Surgery.

STAY WARM THIS WINTER

Every year older people die as a result of not keeping warm. Be prepared for the cold weather by following these simple tips.

- Draw your curtains – This can help keep the heat in. Make sure they are tucked behind any radiators.
- Put a stop to draughts - Stop draughts by filling gaps under skirting boards and between floorboards with newspaper, beading or mastic sealant.
- Seal your front door - Using an easy-to-fix brush or PVC seal on your exterior doors can stop heat escaping.
- Give your hot water tank a jacket – Insulating your hot water tank only costs a few pounds. Cladding needs to be at least 75mm thick. Your water will stay hotter for longer, and use less energy to heat up. Also, check your tank thermostat – 60C/140F is sufficient for bathing and washing.
- Draught-proof your windows - Make sure your windows are draught-proofed. A low cost, short-term alternative to double-glazing is to tape polythene across window frames.
- Be nice to your fridge and freezer - Wait for food to cool before putting it in the fridge or freezer, and don't leave the door open longer than necessary. Defrosting your freezer regularly will keep it running efficiently and cheaply. If it tends to frost up quickly, check the door seal. And if you have your fridge next to a cooker or boiler, leave a good gap between them.
- Watch your boiling-Only boil the amount of water you need in your kettle, and put lids on saucepans.

- Insulate your loft - You can cut heat loss by having 270mm loft insulation. If your home was built between the 1930s and 1980s then fill in your walls with cavity insulation. You might also be eligible for a grant or scheme which will fit free cavity wall insulation as well as other types of insulation.
- Follow the 30-minute rule – Set your timer to come on 30 minutes before you get up, and switch off 30 minutes before you go to bed. Also remember to keep doors closed between rooms to conserve heat.
- Say no to standby – Save energy by avoiding leaving appliances on standby. And if you need to replace electrical items, look out for the Energy Saving Recommended logo.

LOOSE THOSE EXTRA POUNDS

Studies have confirmed that those extra pounds that we pile on over the festive period will take a depressing three months to shift.

Losing weight will bring you a range of important health benefits.

To lose weight, we need to change our current habits. This means eating less – even when eating a healthy, balanced diet – and getting more active, so choose diet and physical activity changes that you can make a part of your daily routine, and stick to it for life.

It's all about eating fewer foods that are high in calories, fat, salt and sugars and swapping them for something healthier, including more fruit and vegetables and wholegrains.

What you should choose is: semi-skimmed, 1% fat or even skimmed milk, wholegrain breakfast wheat cereal, porridge, fresh or dried fruit, fat-free Greek-style yoghurt or natural low-fat yoghurt, wholegrain bread, reduced fat spread, reduced salt and sugar baked beans, reduced-fat hard cheese, tomato or vegetable based sauces, pasta, leaner cuts of meat, fish.

You should avoid: sugar, whole milk, sugar-coated breakfast cereal, full-fat Greek yoghurt, white breads, bagels, muffins, butter, cheddar cheese, mayo, creamy or cheesy sauces, and streaky bacon.

GETTING YOUR 5 A DAY IS EASY

Here are some ideas to get you started:

- At breakfast, add fruit to cereal, porridge or lower-fat yoghurt. Try a handful of berries or a chopped banana. Add mushrooms or tomatoes to scrambled eggs.
- Frozen fruit and vegetable count towards your 5 A DAY. It only takes a couple of minutes to microwave some frozen peas, mixed vegetables or mini corn on the cob.
- Canned fruit and vegetable count too. It's healthier to choose fruit canned in juice rather than sugary syrup, and vegetable canned in water without added salt or sugar.
- It's easy to add fresh, frozen or canned fruit and vegetable to meals. Sprinkle sweetcorn or pineapple chunks on top of a thin-based pizza, or liven up soups and sauces with a handful of kidney beans, peas or sweetcorn.
- Add fruit and vegetable to your favourite meals. Try adding chopped carrots to bolognese sauce, sprinkle chopped red peppers on your pasta, or mix vegetable such as peas into mashed potato to make it even tastier. Add tomatoes to your omelette or mushrooms to your next stir-fry.
- Add some crunch to your sandwiches with lettuce, tomatoes, cucumber or grated carrots.
- Sticks of cucumber, peppers and carrot, and cauliflower or broccoli florets are delicious with dips such as salsa or lower-fat cheese spread.
- Swap sugary snacks, such as biscuits, for a piece of fruit.

- Add beans, lentils and pulses to stews, bakes and salads. However much you eat, beans and pulses count as a maximum of one portion a day.
- Have a salad or vegetable side dish with your main meal. If you're having shepherd's pie, have some peas too. If you're having a roast dinner, add some carrots or broccoli to your plate.
- One glass (150ml) of unsweetened 100% fruit juice counts towards your 5 A DAY. Fruit or vegetable juice counts as a maximum of one portion a day.
- Make a quick smoothie in a blender using your favourite fresh or frozen fruits. A smoothie containing all of the edible pulped fruit or vegetable can count as up to two portions a day, depending on how it's made.

4 TIPS FOR BEING ACTIVE

- Chose activities that you like and that fit easily into your daily routine.
- Work out what time is best for you to exercise and stick to it.
- Be active with friends and family to keep you motivated.
- Reduce the amount of time you sit or lie down during the day.

A LETTER FROM ONE OF OUR PATIENTS

[...] I wanted to say that I have been really impressed with the service provided by the surgery. I was prompted to write this after recommending it to a friend, and saw lots of negative reviews on the NHS Choice website.

I have almost always got appointments when needed. My children are under 3 yrs and have always been given urgent appointments if needed. I have found all the doctors good. Special note to Doctor Mukherjee who seems to be incredibly efficient, yet caring at the same time – very impressive given the short time it can be to see a doctor, as is standard anywhere.

Also, I have found the reception team very helpful and friendly. Of special note over the years is Suzanne. She is always helpful, and particularly wonderful with children.

[...]However, the NHS gets lots of criticism but I wanted to say how happy I have been at Courtyard Surgery.

Many thanks to your team.

Yours faithfully,
S.T.

We would like to thank our patient S.T. for finding the time to write to us. Your views are always important to us. It is with your help that we will provide you with excellent customer care and improved services.

PATIENT FEED BACK - WE NEED YOUR VIEWS

We shall be extremely grateful if you could give us feed back regarding these improvements and our services.

If you would like to do so, please logon to www.nhs.uk

1. Click on “Find and choose services” on the right.

2. Select "GPs".
3. Enter our surgery post code **SW4 8NU** and click "Search".
4. Click on "Courtyard Surgery".
5. Click on "Add your views" on the right.
6. Once you have entered your comments, please remember to click on "I accept, Submit my feedback".

Lastly.....

Remember this is your newsletter! If you have any suggestions, comments or ideas about things you would like to see in the newsletter, or you have a suggestion about the services we offer, please complete the form below and hand it to reception.
The Editor, Gloria Furlan, Courtyard Surgery.

Name:

Address:

Suggestion/Comment/Idea: