



News from the surgery

Surgery times over Christmas and New Year

We are open all except Christmas Day, Boxing Day & New Year's Day, so no Saturday closing on the 21st or 28th.

Solihull Winter Warmth Helpline

Keep Warm, Keep Well – that's the message being sent out to vulnerable and older residents in Solihull this winter. A special Solihull Winter Warmth helpline has been set up on **0121 704 8080** for people who require urgent help this winter. Lines are open Mon - Fri between 9:00am – 5:00pm

- ✧ The Winter Warmth Helpline provides information and advice for vulnerable residents who need urgent help such as
 - ✧ *Finding a tradesperson for emergency repairs*
 - ✧ *Help with an emergency heater if the central heating system breaks down*
 - ✧ *An electric blanket if they cannot afford to heat their bedroom*
 - ✧ *Warm clothing if they are struggling to afford it*
 - ✧ *Emergency food supplies*
 - ✧ *Debt advice and assistance to pay bills.*

People can also get general advice about their energy bills, and the grants and loans available for installing insulation or replacing central heating by calling Act on Energy on 01789 842898.

Top tips for keeping warm this winter:

- ✧ *Keep internal doors closed to stop draughts*
- ✧ *Have at least one hot meal and hot drinks throughout the day*

- ✧ *Layer up – many layers of clothing are best*
- ✧ *Close curtains at dusk*
- ✧ *Ensure your heating is 21°C in your home*
- ✧ *Keep your heating on overnight*
- ✧ *Ensure your home is well insulated and boiler serviced*

Medicine Waste – How it affects Solihull, and how you can help to reduce it

Approx 750 million prescription items are issued every year in England alone, this equates to a cost of around £7.6 billion. Medicines returned to pharmacies in England each year have an estimated value of £100 million. **In Solihull alone these wasted medicines are costing in the order of £1.5 million, of which £750,000 might be recoverable** (equivalent to about 170 hip replacement, 250 knee replacements or 875 cataract operations.

A report by the Department of Health estimates that:

- * *Unused medicines cost the NHS around £300 million every year*
- * *£110 million worth of medicines are returned to pharmacies*
- * *£90 million worth of unused prescriptions are being stored in homes*
- * *£50 million worth of medicines are disposed of by Care Homes*
- * *£150 million of medicines is avoidable*

You can help by

- * *Informing your GP when items are no longer required*
- * *Only ordering items required at the time (rather than every repeat item being requested if not all items are needed)*

A PPG member profile

My name is Jenny Lanfermeijer and I have lived and worked in this area for a number of years. My background has given me an insight into many areas including maternity, social care, training young adults, who wish to work with 5 - 8 year olds, also inspection of under 8s provision within the Borough.

Since 2003 I have been part of Dorridge Surgery Patient Participation Group and chairperson for the last three years. During this time we have encouraged our patients to keep healthy by various ways. These included a walking group, exercise and relaxation groups and not forgetting first aid classes.

Some three years ago we started a quarterly newsletter and meet regularly with the Practice Manager and Doctors to discuss any up to date issues that have arisen. In recent times working closely with the Surgery and Sainsbury's to ensure the refurbished surgery is of benefit to both patients and Surgery alike.

Recently I had the opportunity to work with the Solihull review of Urgent Care as a patient representative. During the last three years I have been inspecting with consultative council for HEFT both at Solihull and Heartlands hospital from a patients point of view.

We still need a new members for the Committee, in the 30 to 40 age range, to be more representative of our patient base. Interested? Please contact the Practice manager.



Dorridge Striders and Strollers

On a rainy Thursday in the spring a film crew arrived at St. George and St. Teresa's Church Centre to record the Dorridge Striders and Strollers walk. The cameramen filmed the walkers in action in several places along the route and afterwards, over refreshments, spoke to members of the group to ask their views of the benefits of a walking group and also interviewed the walk leader. The purpose of this short film was to publicise the value of regular exercise and along with shots of the other Solihull walks a film was compiled which is now available on line on YouTube, search for Step into Solihull.

Cancer research

Ladies who exercise have fundraised the total some of £1,146 for Cancer Research by weekly donations, a coffee morning and bring and buy.

This group have been together now for four years and many have had the experience of coping with family or friends with cancer. The group is fun, friendly with gentle exercise and is organised by Dorridge Patients Participation Group and Solihull Active.

The Patient Participation Group are looking for a volunteer to help with keeping the two book boxes tidy. We need someone every two weeks to come in and tidy the books and look at the magazines and any that are damaged, torn or not this years to take to the paper recycling.

We thank you for your new magazines but please make sure your name and address and details have been removed.

If you would like to donate good quality children's books please call jenny on **01564 772268**.



**CANCER
RESEARCH
UK**

Antibiotics

Antibiotics will not cure a cold or flu that is caused by a virus, so please don't be surprised or upset if when visiting the doctor about colds and flu, you are not given a prescription! We need to use antibiotics carefully to make sure we don't become resistant to them. Antibiotic resistance is a worldwide public health problem that continues to grow. It occurs when strains of bacteria in the human body become resistant to antibiotics due to improper use and abuse of antibiotics. This could have serious consequences for us all



Sainsbury's update

We'd like to reassure our patients that as and when we know information about the development, particularly when it comes to car parking, when work is due to start and finish, and matters that affect our patients, that we will make details available.

Keep your eye out on our website www.dorridgesurgery.co.uk as we will aim to have a section dedicated to the refurbishment and extension works.

Sainsbury's



Website

Our website will be changing!! The address will remain the same but the layout, and therefore ease of use, will be different (and much improved!!). A big thank you to Val Tabb and in particular Ian Black (members of our PPG committee) for their input into the layout of the website. Ian has played a big part in making the website clear and easy to use, and with determining what content would be most useful for our patients, from a patient's perspective.

There is no launch date yet, however, at the very least it will be in place for when the development is complete – new surgery, new website!!

Patient survey

In the New Year we will be conducting our annual patient survey. Members of the PPG committee will soon be getting together to compose the content of the survey, so it will be designed to get patient's views and feedback based on areas that our patient representative group feel are important and will be able to influence practical changes in the surgery.

We'd love as many patients to take part as possible, so keep your eye out in the surgery and on the website for details of when the survey will be carried out.

