



## Welcome

We share a monthly patient newsletter to keep you up to date with what is happening here at Tower House, and to raise awareness of health and wellbeing issues.

Please send any feedback or things you would like to see to:  
[administration.ths@nhs.net](mailto:administration.ths@nhs.net)

To stop receiving texts about the newsletter, simply reply 'opt out'. Note that this will prevent all future texts about appointment reminders and vaccination messages too because our system can't separate different message types for opt-out.

## Rising Measles Cases – Advice

Measles cases have been rising recently across the UK so its Important that you understand your vaccination status and know Where to seek help if you are at risk.

**What is measles?** Measles is a Highly contagious viral disease. It Presents as symptoms like cough, runny nose and fever.

### Checking your vaccination status:

- **Adults and older children:** Many are already immune, either due to previous measles infection or through vaccination.
- **Vaccination records:** Check you health records via NHS App to confirm your MMR vaccination status. If you aren't vaccinated contact us to make an appointment.

### Who is at risk?

- **Individuals with a weakened immunity:** This includes people with certain medical conditions or those on specific medications.
- **Pregnant Women**
- **Infants under one year:** They are particularly vulnerable and parents should seek medical advice to exposed to measles.

### What to do if you're exposed:

- **Symptom watch:** be vigilant for symptoms within 3 weeks of exposure.
- **Seek medical help:** if you suspect measles, call reception before visiting to avoid spreading the virus and let them know that you suspect measles.

Stay Protected and Informed With the rise in Measles cases, Staying informed about your vaccination status and understanding the risks is more important than ever.

Learn more: [NHS.UK/conditions/measles](https://www.nhs.uk/conditions/measles)

## Team Spotlight

We have a diverse and multi-skilled team of 36 clinical and non-clinical members that care for our 10.400 patients and ensure the smooth running of our surgery.

This month we are introducing our Social Prescriber, Vienna.

Vienna can help with many non-clinical issues you may have regarding your care. This can include referrals to local services for mobility and befriending. She can offer assistance with benefit claims, complex social needs and local services.

If you would like to get in touch with Vienna or think you could benefit from her help please let us know via our website.

## Cervical Cancer Prevention Week

### 22nd - 28th January 2024

Every day in the UK, 2 women lose their lives to cervical cancer and 9 more receive a life-changing diagnosis.

Ensure you are having regular your Cervical Screening. This is every 3 years if your aged 25-64 and then every 5 years from 65. If you are not sure when your last smear test was, please contact us.

## Join Our Patient Participation Group!

Would you like to get more involved in the Surgery?

We hold tri-monthly meetings for our PPG members across the PCN. This allows patients from all 4 surgeries to come along and get involved, discuss recent matters and improvement all the surgeries can make.

### *Accessibility.*

*We are addressing concerns about Difficulty in reaching us by phone.*

*Efforts include recent upgrades with features like call-back options, In collaboration with NHS England and the ICB.*

*We have also begun to move more Of our routine appointment booking To our website. This has see a significant Improvement to the volume of calls.*

### *Patients who did not attend.*

*Non attendance of appointments is a continuing Problem. In January alone 129 appointments Were wasted. That amounts to 1530 Doctor minutes, and 270 Nurses minutes.*

*All patients receive appointment reminders with A link to cancel. You can also cancel using the automated telephone system and via our website.*

*Please ensure you cancel if your appointment Is no longer needed.*