

UPPER GORDON ROAD SURGERY

NEWSLETTER

SPRING 2025

WELCOME

Welcome to the Spring Newsletter from your Upper Gordon Road Surgery. In this Newsletter we look at the launch of the Rapid Health system, which has now replaced EConsult, highlight the latest Practice news and feature Social Prescribing. There are also seasonal articles with advice on sun protection and hayfever as well as an article on the importance of exercise.



If you missed the last Newsletter click here to catchup.

PATIENT PARTICIPATION GROUP (PPG)

The most recent meeting of the PPG was held on the 7th April with an update from the Surgery by Dr's Whitehouse and Deshpande including the transfer to the Rapid Health system. There was also a discussion on the supply chains for medications epecially ADHD & HRT medications, & an update on local policies for managment of hay fever.

As always anyone wishing to join the group should contact the surgery who will also welcome suggestions for future patient events and topics for the Newsletter.

RAPID HEALTH

Rapid Health is an advanced appointment booking system approved for use in GP Practices by the NHS. From the 11th of March 2025 UGR has changed to Rapid Health in place of eConsult. It is designed as a smart triage system which enables direct patient booking of certain appointments and is being used by all Surrey Heath GP Practices.

Patients are asked to answer a few short questions before booking. This provides clinicians with relevant information beforehand, allowing more time for quality care during your appointment. It also helps us choose the right type of appointment and the right clinician for you. Patients are able to complete the form online during the working day and responses are reviewed by UGR within the opening hours of 8am till 6:30pm Monday to Friday. So far feedback from patients has been positive. If you have any queries about how to use it, please read the Online Consultation - Upper Gordon Road Surgery and the FAQ's contained within or speak to one of our reception team.



Click on Photo above to watch a short video.



Click above for FAQ's

SPRING HAS SPRUNG

Recent sunshine and longer evenings have certainly made it feel that Spring has sprung! Shedding those winter layers often results in an increased exposure of the skin to sun and an increased level of observation of skin changes. Please review the NHS guidance on how to manage sun exposure Sunscreen and sun safety - NHS. Please see this link about how to identify a worrying mole Moles - NHS. It is also a time when you may be thinking about travelling abroad. Please see the Travel Service section of our website for further information Clinics & Services - Upper Gordon Road Surgery.

There is also an increased incidence of Hay Fever which can affect many over the coming months. Hayfever is caused by the body reacting to pollen from grasses, flowers, trees and/or weeds as if it is harmful to the body. The body reacts by producing histamine which causes the unpleasant symptoms that can include some or all, of the following:

• Itchy eyes/throat • Sneezing, blocked/runny nose • Watering, red eyes (allergic conjunctivitis)• Headaches, blocked sinuses • Shortness of breath • Tiredness • The sensation of mucus running down the back of the throat, called post-nasal drip.

Whilst there is currently no cure for Hayfever there are things you can do to help your symptoms or medicines you can take to help.

This leaflet from NHS Frimley contains some useful information about Hayfever including how you can treat it yourself and using over the counter (OTC) medicines. **Click here to see leaflet.**

EXERCISE

Spring is also a great time to utilise the better weather to start thinking about how to improve our lifestyles through exercise. Excercise can reduce your risk of major illness and lower your risk of early death by up to 30%. "Inactivity" is often described as a "silent killer ". It is never to late to start building some movement & exercise into your day, whatever age you are. There is strong scientific evidence that being physically active can help you lead a heathier and happier life. So, what counts as exercising more ?

To stay healthy, the UK Chief Medical Officers' Physical Activity Guidelines, on GOV.UK, state that adults should try to be active every day and aim to do at least 150 minutes of physical activity over a week, through a variety of activities.

For any type of activity to benefit your health, you need to be moving quick enough to raise your heart rate, breathe faster and feel warmer. There are good exercising guidelines on the NHS website for all ages and abilities and apps on couch to 5K and the active 10.

Click here to get more information.





SOCIAL PRESCRIBING

Social Prescribing is a free service for Surrey Heath residents that puts you in touch with a wide range of local services and activities in the community to help improve your overall wellbeing.

The team can help you to access the following:

· Support with living independently at home
· Transport to help with getting out and about
· Groups and activities to support with physical and mental health
· Leisure and social activities
· Advice services including benefits, finance and housing
· Support around a disability
· Family and carer support services

This service is available to adults who live in Surrey Heath and/or are registered with a Surrey Heath GP surgery.

For further information and to refer yourself, family or a friend, **click here**.

Find out about social prescribing | Surrey Heath Borough Council

Call 01276 707253,

email shcp.socialprescribing@nhs.net or speak to reception.