

## In This Issue

- Staying well this winter
- The breast-feeding room.
- What our nurses do
- Other information
- HUC ( 111 )

### **Patient Participation Group**

Do you as a Patient have ideas on how we can improve the surgery?

If you are interested in joining the PPG please do not hesitate to ask at reception. You will be contacted by Michaela Campbell (Practice Manager) or the Patient Participation Group Chair

Who will give you more information about the Group.

Next meeting is on  
9<sup>th</sup> APRIL 2024  
6 pm.

60 Wheatfield Road  
Luton, LU4 0TR  
(01582) 601116  
[www.wheatfieldsurgery.co.uk](http://www.wheatfieldsurgery.co.uk)

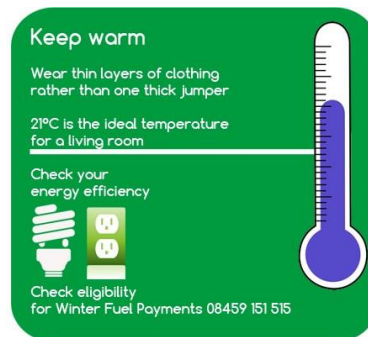
**Have you had your flu jab? Please call us to book an appointment or to find out if you are eligible for them. We also offer Shingles and Pneumococcal vaccinations for eligible patients.  
01582 601116**

## Staying Well .

If you are aged 65 or over or have a health condition, you are more vulnerable to the cold weather. Eating a balanced diet and keeping active is essential. It makes you feel more energetic and benefits your body's defense system. But this doesn't mean you have to do 2 laps around the block! The NHS website contains information on exercising for older people, which ranges from sitting exercises to strength retaining exercises <http://www.nhs.uk/Tools/Pages/Exercises-for-older-people.aspx>.

Keeping warm can help prevent you from catching colds, the flu and other conditions. Wearing several layers when outside is a lot more beneficial than just wearing one woolly jumper and a coat: as the more layers, the more insulation. Drawing your curtains will help to keep the warm air in and having warm meals and drinks will raise your body temperature. The recommended bedroom temperature for cold weather is 18°C and changing your duvet to a winter duvet is very helpful.

Colds and *most* coughs and sore throats can be eased by over the counter remedies. Colds should not be treated with antibiotics as antibiotics are used to treat infections by bacteria, not by viruses. Getting a flu jab (Influenza vaccine) will help protect you from the flu virus. The surgery offers the flu jab for free to eligible patients, such as those with asthma, those who are pregnant and patients ages 65 and over.



**Keep warm**

Wear thin layers of clothing rather than one thick jumper

21°C is the ideal temperature for a living room

Check your energy efficiency

Check eligibility for Winter Fuel Payments 08459 151 515



**Keep well**

Eat 5 portions of fruit & veg a day

Get a flu jab

Stay active

Wear several thin layers of clothing

Wash hands often

Stay well this winter

We offer urgent same-day GP appointments. However, we also have GP and Nurse appointments, which can be booked up to 4 weeks in advance.

You can NO LONGER Book GP appointments online!

When you are next at the surgery, ask reception for your SystmOnline log in. You will need to show identification before this can be given to you.



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## Breast Feeding Room



We do have a breast-feeding room (located opposite reception to the left).

At this time, the room contains general furnishings and decorations including a sink. Please inform reception if you are to use the breast feeding room so that the GP/nurse you are seeing is aware of where you are.

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## What our nurses do!



There are practice nurses at Wheatfield Surgery:. Two of our nurses are qualified to prescribe medication and can deal with the following:

- Minor Illness including- vomiting
- Dressings
- BP Checks
- Contraceptives/Family Planning
- Immunisation
- Family Planning/Contraceptives
- Stitches
- Asthma and Diabetes
- Ear Syringing
- Smear Tests
- Sprains/Strains
- Haemorrhoids/Piles

## Training Practice

We offer placements for doctors who would like to become a GP. We have been placing doctors within our surgery for several years now and find it works well for both the trainee doctor and for the patients. When booking an appointment with a trainee, you will be informed of this before booking.

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ALERT!

We had 387 Patients **WHO DID NOT ATTEND** their appointments in **MARCH 2024**.

Please make sure to contact the surgery on 01582601116 to cancel your appointment so we can then offer your appointment to another patient **IN NEED**.

Do You HAVE A  
BOOKED SURGERY APPOINTMENT ?

IF YOU NO LONGER NEED YOUR  
APPOINTMENT,  
PLEASE CONTACT THE SURGERY BY  
PHONE  
OR USE THE SURGERY WEBSITE TO  
CANCEL,  
THIS ALLOWS OTHER PATIENTS IN NEED  
TO  
BOOK AN APPOINTMENT.

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## SURGERY CLOSURES

The surgery will close between 14.30 and 18.30 every month for protected learning. If you require medical help when the surgery is closed, please call -111.

24<sup>th</sup> April 2024

22<sup>nd</sup> May 2024

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## EXTENDED OPENING HOURS

Please note we are open for Extended Hours  
2 evenings in the week between 6.30-8.30pm  
and 1 or 2 Saturdays a month 9am-5pm.  
These appointments are pre-bookable only.

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## POSTAGE STAMPS AND BATTERIES

We now have recycling boxes by the PATIENT  
signing in AREA for you to recycle these.

Please place items in the specific boxes.  
These items are sent to charities in need of them.

# Chums & Crumbs

Run by the Titan PCN Wellbeing Team  
DUNSTABLE LEISURE CENTRE -LU5 4JD

Feeling Lonely or Isolated?

Why not pop along and have a Cuppa, Chat,  
A slice of Cake/Biscuit and talk to our experienced  
Social Prescribers and a representative from  
Dunstable Football Club (Re-Walking Football)

Every Thursday 11.00 hours to 13.00 hours.  
Contact Vicky Harding for further details on  
Tele no - 07305178465

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## Indoor Walking Football Sessions

Dunstable Football Club alongside the Titan PCN  
Wellbeing Team are currently running sessions through  
September and October for people with Dementia and  
those with Limited Mobility. Carers are welcome to  
attend.

Venue - DUNSTABLE LEISURE CENTRE -LU5 4JD  
Currently Thursday between 10.00am and 11.00  
Contact Vicky Harding on 07305178465

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# AUTISM IN CHILDREN AWARENESS EVENT

## AT WHEATFIELD SURGERY



**60 Wheatfield Road  
Luton LU4 0TR**

### **AUTISM IN CHILDREN AWARENESS EVENT**

Welcome to our FREE Autism Awareness Event, where community support and friendship thrive! We invite all residents to join us for a morning filled with camaraderie, understanding, and valuable resources.

**Date:** 20<sup>th</sup> April 2024

**Time:** 10am – 12pm

**Location:** Wheatfield Surgery



**Objective:**

Our aim is simple: to provide a welcoming space for parents, patients, caregivers, and guardians within our community. We believe in fostering connections, sharing experiences, and offering support to one another.

**Free Refreshments:**

Indulge in complimentary refreshments as you mingle with fellow attendees.

**Join Us:**

Whether you're a parent, caregiver, individual on the spectrum, or simply a member of our community interested in learning more about autism, we welcome you to join us for this special event.

Together, let's raise awareness, foster understanding, and build a more inclusive community! We look forward to seeing you there!

Always **U**nique **T**otally **I**ntelligent **S**ometimes **M**ysterious





## **Who are HUC?**

We are a social enterprise which specialises in providing both primary and urgent care services for the NHS. Established in 2007, we take pride in our commitment to delivering high-quality healthcare services to more than 4.5 million patients spanning the East and South West of England.

Our core business is the provision of NHS 111 services.

## **When to use NHS 111 online or call 111**

NHS 111 can help if you have an urgent but not life-threatening health problem.

You can get help from NHS 111:

- By using [111 online](#)
- In the [NHS App](#)
- By calling 111

NHS 111 can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours). In the first instance, you will speak to a fully trained NHS 111 health advisor who will utilise a clinical assessment tool to ask a series of questions. In the first instance, some of these questions may not appear to be relevant to your complaint. However, the questions enable an assessment of your symptoms to be completed to ascertain the most appropriate healthcare advice or referral to local services best suited to addressing your medical need.

Depending on what you need, your disposition will differ. Examples of a few of the dispositions below:

- Call 999 or go to A&E in an emergency.
- Go to an [urgent treatment centre](#).
- See an evening and weekend GP (out-of-hours GP).
- Book a callback from a nurse.
- Get urgent specialist support, for dental advice.
- Contact your own GP surgery.
- See / speak to a community pharmacist for help with a minor illness.
- Self-care advice given including information on worsening symptoms.

## **Get help online**

- 111 online is for people aged five and over. [Call 111](#) if you need help for a child under five.
- Answer questions about your symptoms on the website or in the NHS App and we will tell you what to do next.
- Find out [how 111 online works](#) in detail.
- [Go to 111 online](#).

## **Emergency prescriptions**

You can get [an emergency supply of regular prescribed medicine from 111 online](#) for someone of any age.

## **Dental advice**

[111 online can help with dental problems](#). This might mean speaking to one of our dental nurses for support or being signposted to an emergency dentist.

### **What 111 online cannot do**

111 online cannot:

- Issue [fit notes](#) – you need to contact your GP.
- Make or cancel appointments for you in other parts of the NHS.
- Open a case if the person who requires support is not in the same room as the caller.
- Open a case if the caller is not at a place of residence

111 online asks for feedback, but this is only used to help improve the service. 111 online is unable to respond to requests for medical help left as feedback.

### **Get help on the phone**

[Find out what happens when you call 111](#).

The 111 phone service can help with the same problems as 111 online if you are unable to utilise the online service because you:

- Need help for a child under 5.
- Have complex problems caused by an existing medical condition.
- Need to access palliative or end-of life care

### **Other ways to contact 111**

- **Text relay:** Call 18001 111 using text relay, 24 hours a day.
- **British sign language (BSL):** Use [signvideo.co.uk/nhs111/](https://signvideo.co.uk/nhs111/)
- **Help in other languages:** Call 111 and ask for an interpreter.

### **Feedback**

We are committed to proactively giving service users the opportunity to tell us about their experiences. Please send your compliments, complaints or feedback to our Patient Experience Team, you can contact them by email or telephone using the details below.

- Telephone: 0808 260 9934
- Email: [huc.feedback@nhs.net](mailto:huc.feedback@nhs.net)

HUC's Patient Information Leaflet can be found [here](#).

*committed* to great care?  
So are *we*