

WRAFTON HOUSE NEWS

Winter Vol 6 (4)

STAFF NEWS

Kath Hall our Reception Manager will be retiring at the end of March. She has been a loyal, hard working and committed member of the Wrafton House team for almost 25 years. I am sure you as patients will miss her as much as we will.

We wish her a long, happy and healthy retirement.



Our new Reception Manager will be Gayna Wright and she will slowly be taking over the duties from Kath.

We also welcome Marie Coppin our new Clerical Administrator.



Our GP Registrar Dr Whelan is on 6 month maternity leave. While she is away we have a new GP Registrar, Dr Mohammed Arif, who will be with us for 6 months, starting 1st February.

Patient Survey

Thank you to everyone who very kindly took the time to complete our Patient Survey last November. It has now been analysed and if you would like a copy of the results, please ask at reception. As a Practice we found the results very encouraging.

A lot of patient were also happy to become a member of our Patient Reference Group. An email forum for discussing the results and letting us know your feelings on how we can improve our service to you. A small number, 19%, expressed a wish to make appointments and request medication on line and we will look at this later in the year.

If you would like to be on this mailing list please let reception have your email address.

OBESITY AND SURGERY

Patients who are obese have a higher risk of suffering serious complications from surgery including serious breathing problems, infections, heart problems and death. Losing weight can reduce these risks substantially and also reduce the risk of developing diabetes, heart disease, stroke, high blood pressure and cancer in the long term.

Prior to agreeing funding the NHS Hertfordshire and the Clinical Commissioning Groups in Hertfordshire therefore have a policy of encouraging obese patients requiring routine surgery to lose weight prior to agreeing to fund surgery. This is to help optimise health prior to surgery and reduce the health risks at the time of surgery. GP's in Hertfordshire are being asked to help their patients get the very best results if they have to have surgery by helping:

1. Very obese patients (Body Mass index of more than 40) to reduce their body weight by 10% over a period of 9 months before they have their surgery.
2. Helping obese patients (Body Mass Index between 30—40) with a health condition such as Diabetes, high blood pressure and high cholesterol to reduce their weight by 10% over a Period of 9 months before they have surgery.

Wrafton House has a very successful in-house service to help obese patients to lose weight.

PLEASE ASK AT RECEPTION.



SMOKING AND SURGERY

Smokers are at a high risk of developing heart disease, lung problems, infections and dying at the time of surgery.

Wrafton House has a very successful In House Service to help obese patients to lose weight.

PLEASE ASK AT RECEPTION

NHS Hertfordshire and the Clinical Commissioning Groups in Hertfordshire therefore Have a policy of inviting all smokers to a Stop Smoking Service prior to routine surgery. Wrafton House have an In House Smoking Service which is available to help smokers stop smoking.



NO Smoking Day Wednesday 14th March

Calling ALL Smoking

Quit before No Smoking Day

For better health
For more money
For more energy
For whiter teeth
For an improved sense of taste and smell
For the sake of your family and friends
To prevent premature aging

Changes to the Local Accident and Emergency Services (A & E) Services from JANUARY 2012

Adults

QEII A & E Services – Open normally from 8.00am - 8.00pm

OPEN ONLY FOR MINOR INJURIES FROM 8.00AM - 8.00PM

LISTER HOSPITAL – Open 24 hours a day for FULL A & e Services

Children

A & E Services–open only for minor injuries for children older than 12 months

LISTER HOSPITAL – Open 24 hours a day for all children needing A & E Services.

Minor illness in Adults and Children

Pease contact your GP Practice in hours **01707 265454**
(Monday–Friday 8.00am–6.30pm) and Herts Urgent Care Out of
Hours Services **03000 333 333** at all other times.