



What's important right now and why !

Because you have told us that seeing a doctor or nurse quickly when you need one is important to you, the Marybrook Medical Centre is now open for appointments on Wednesday afternoons until 5pm and is hiring two additional nurses, Kath Bale has already joined the team as a health care assistant and adverts have been placed for a new practice nurse. To assist patients working outside of the area in getting a pre- work appointment, Dr Basu is trialling additional surgery hours starting at 7.15 on a Wednesday and 7.30 on a Thursday. This is on top of the current late night on Mondays. Please keep telling the surgery what's important to you – because that's what's important to the surgery!

Helping us – Helping You – Helping Everyone !

- Once again we are approaching the flu season. The surgery will be ready with the vaccine from the 18th of September, through to the end of January. If you are elderly or at risk you are advised to book a free vaccination. Please do so promptly and help to stop the spread of flu this year.
- If you are unsure who you need to see about a medical issue, Marybrook receptionists have been trained to signpost you to the best appointment – just ask, as it's not always your GP. It really is good to talk as it could make your fix much quicker !

Real people with you in mind !

A shared patient experience

Like many people, I suffer from back pain. Over years, the pain spread via the sciatic nerve to one of my legs and got so bad that I had to sit down every 10 minutes or so until it passed. Put another way, I could just about walk to the CoOp but had to sit down while the pain eased so I could walk back. It wasn't until I had a scan for a different issue that I discovered I was suffering from scoliosis of the spine. This put me in the good company of both "King Richard the third" and more recently athlete "Usain Bolt" In my case the curvature of the spine has resulted in my discs degenerating faster than normal, a bit like tyres wearing quicker on the poorly tracked wheels of a car. Further scans revealed I had just one good disc left, the traditional options were strong painkillers, multiple operations or both but having read that surgeons recommend Pilates classes to aid recovery from major back operations, I wondered if by strengthening my core muscles and training them to support my spine, I might avoid an operation. I also recollected reading that NICE were now recommending exercise to build supporting muscles rather than painkillers for back pain so I thought I would give it a try, I joined the Gym and do two Pilates classes and a Body Conditioning class every week. Building the core muscles took a while but apart from an ache and stiffness for 10 minutes in the morning, the pain is now gone, I don't take any painkillers and the threat of operations sometime soon has been removed. I recently ran the Berkeley 5k and was chuffed to bits. Your doctor can supply an exercise referral to a gym. For example, "The Pulse Dursley" will charge just £2.00 per class under this scheme. Apart from reducing the pain you will get generally fitter, it's not an instant fix and you have to stick with it but for me and I guess for many people it's the best fix and if your doctor suggests it, I wouldn't hesitate to give it a try!

How are we doing ?

- **Some Latest Satisfaction Levels for Marybrook Surgery**

	<u>Marybrook</u>	<u>Average Local</u>	<u>National</u>
Receptionist helpful	98%	90%	87%
Able to get required appointment	93%	89%	84%
Get to see preferred doctor	77%	63%	56%
Overall patient experience	91%	89%	85%

- **Working to make the community fitter.**

During the early summer, the surgery took part in an NHS initiative "Couch to 5k". This initiative is designed to help people to get fit and through that avoid many issues that can arise from a sedentary lifestyle, such as Diabetes, Heart Disease and Respiratory Disease. The surgery agreed to socially prescribe for a 10 week training program based at the Berkeley Pavilion. The goal was for everyone to be able to take part in the Berkeley 5k run on the 8th July. 71 runners took part in the event and it was great to see how much progress was made by those who attended the training sessions. This initiative has produced a legacy in that Quentin Somerset who coached the sessions has agreed to continue his support into the future and the surgery looks forward to continuing its work with the event in future years.

Final Word from our Chairman (Gordon Craig)

This practise continues to work hard to be the best it can be. If you have any suggestions, then please don't hesitate to drop a note into the box at reception, or just mention them to the receptionist when you are next in

We are still keen to get some young folks and people with young families on the Patients Participation Group as that is the most effective way to represent young ideas and issues to the practice. If you are interested please give me a call on 01453 811021 or contact the practice manager Lorraine Hollingworth at the surgery.

And finally it's good for you to smile, even if it's at the doctor's expense

