



### MAKE THE MOST OF YOUR APPOINTMENT WITH GP

Your appointment with your GP is important to you and also important to your GP who is there to assist you. Think about the main reason for booking the appointment before you visit. This could be a physical or emotional concern. There is no reason to be embarrassed – your GP sees lots of people with many conditions and any information you share is confidential.

Note your symptoms – write them down or record on your phone. Try to include when the symptoms began, what the main symptoms are, if they follow a pattern, and how they impact on you and your family. Symptoms can include pain, changes in eating habits, changes in energy levels and general mood.

Be honest with your GP about your lifestyle and your concerns. Don't be afraid to ask if you do not understand something.

If you feel uncomfortable or worried that you may not remember everything take a family member, friend or carer to support you.

You may also ask for a trained chaperone if you need an intimate examination. Remember your GP has your best interests at heart.

Key questions to ask in the 10-minute appointment: What do the symptoms mean, do I need tests, what is the likely treatment and how long will it last. Before you leave make sure you understand what will happen next.

### DO YOU NEED HELP WITH TECHNOLOGY?

The new Engage consult system allows patients to request appointments, medications and submit queries online, without the need to come in or call the surgery. Whilst this new system has made a big difference to many patients, those who are not confident with technology may find it more difficult to navigate. If you would like to learn more about the service and how you can access this, please contact the practice and ask to be registered on our next Help session that's aimed to help those just like you.

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### WANT TO MAKE AN APPOINTMENT

There are three ways to make an appointment at Walnut Tree Health Centre:

1. On the website via Engage Consult (the quickest and easiest way)

[www.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.co.uk)

2. By telephone on 01908 691123
3. In person at the surgery

The practice ALSO has a facility for patients to be seen outside of normal practice hours. To receive routine GP care at a network of practices across Milton Keynes ask the receptionist to assist you to make an appointment.

Details and a wealth of information can be found on the practice website

[www.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.co.uk)

## **MACMILLAN COFFEE MORNING -27 th OCTOBER 2023**



Thank you to everyone who supported this great charity by baking, donating and buying the wonderful produce we had on show at the Macmillan Coffee Morning held at the Health Centre on the 27<sup>th</sup> October. With your help we raised £202 towards the wonderful work done by Macmillan. We could not have done it without you.

**In total Macmillan Charity raised over £15 million from all of the events.**

## **Walnut Tree Health Centre Clinician Introduction**

*Walnut Tree Health Centre employs various clinical staff, all with different clinical expertise and covering different specialties. We will focus on the services offered by one of these clinicians in each newsletter.*

**Mark White is the Walnut Tree Health Centre's Paramedic Practitioner.** Traditionally, a paramedic is seen as the first responder in emergency situations but Paramedic Practitioners such as Mark are clinicians that can greatly support the health management of a community by running clinics that focusing on minor illness and ailments. Mark performs both face to face and telephone consultations and Home visits where necessary. Welcome Mark and thank you for all offer.

### **WALK AND TALK GROUP**

**The Walk and Talk group is progressing well. We meet at 10;30 am on a Wednesday morning at the Health Centre. We have Susanne as our leader and what a great job she has done. The numbers are growing slowly and so she has been able to manage the initial teething problems of our new venture. The walk lasts about an hour which is plenty of time for us to get lots of talking in ! In what can be difficult times around us it is scenes like this that make us realize what a beautiful area we live in. The colours of the changing seasons are magnificent – enjoy it with friends.**



This newsletter has been compiled by PPG member Janet Smith with the invaluable help from Kylie Jordan – Deputy Practice Manager of Walnut Tree Health Centre