

❖ You voted us No 1!

GP Satisfaction is above average

Thanks to our patients who took part in the survey published in the Chronicle who voted us one of the 3 practices in Bath with the most satisfied patients!

The survey was part of a regular national survey. Results from Jan –Dec  
 96% of you were very, or fairly, satisfied with care received at the surgery.  
 90% thought the Dr or Nurse took notice of my views about how to deal with health problems  
 82% were pleased to be able to book an appointment 6 weeks in advance. You can also book on the day.  
 86% appreciated discussion helped them improve how to manage their health problem  
 98% of rated the helpfulness of the receptionist very, or fairly helpful

❖ He's Grand! Dr Bhatia



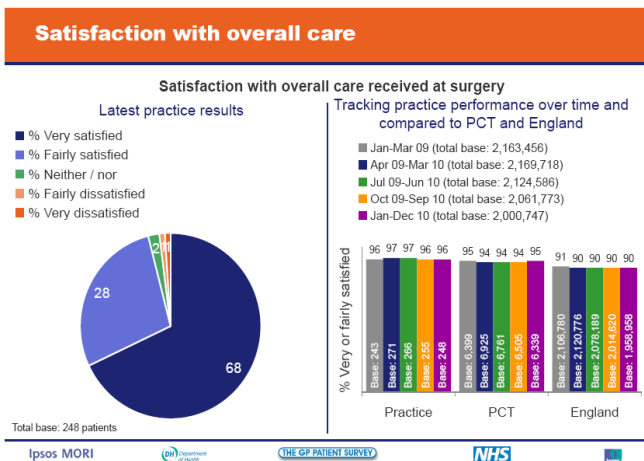
A big welcome to Dr Ashish Bhatia who will be working with us regularly in the surgery. Dr Bhatia has worked locally for some time and has much expertise in the local health community. He will be working regular sessions on Mondays and Tuesdays and Thursdays, and when the other Doctors are away, to encourage continuity of care. He, like the other Doctors enjoys being an all round Family Doctor.

Dr Bhatia will also be available on Thursday afternoons for private sessions involving holistic body work and massage.

❖ Measles Update

We thought we should update our patients on the current concerns about the number of measles cases. Since the beginning of 2011, there has been a large increase in confirmed measles cases across England & Wales. 275 cases of measles have been reported between January - April, compared to 33 cases for the same period the previous year. Cases are associated with either recent travel abroad, or small clusters in mainly unvaccinated children and young adults between the ages of 10-24.

Please do come and see Sr Bridget Playfair if you have concerns about you, or your child's measles vaccination status.



❖ It's never to late to STOP!

For all of you who have considered stopping smoking but, have not got around to it there are many approaches you can take. Bridget Playfair and Sharon Carling have helped many of our patients to stop smoking this year and can help you too!



## ❖ Jane at The Gym- Genesis

I decided I needed to do more exercise as I need to lose weight and get fitter as I've been on steroids for almost 2 years now. I swim but I wasn't pushing myself hard enough. I never thought I would go to a gym but Dr Howse told me about the Genesis lifestyle centre and after thinking about it for about 6 months, finally decided to go – I've only had 4 sessions there so far but I am loving it and am a gym convert!

It's a gym for people who don't like the idea of gyms – very few mirrors, customers of all ages and sizes, very friendly staff and all the other customers are really friendly too.

I am signed up for a 6 week programme of weight management which includes 3 hours a week of fully supervised exercise and a chat with a nutritionist. I still swim and this nicely complements the gym exercises I do. I also visit the practise nurse once a month to monitor my weight so it helps knowing all these people are there to offer support to me.

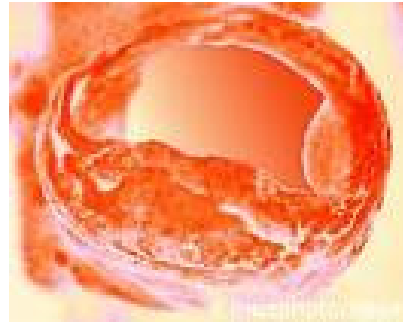
I am learning more about fitness and different ways of exercising and I feel so good already that I am inspired to do more exercise each day – just to get the buzz... I certainly never got that in PE at school or I may have joined a gym earlier!

I would encourage anyone who wants to start exercising to just go for it – it feels great!  
Photo courtesy of Arthur at Genesis

### Doctor's comment

Thanks for your positivity Jane and we hope other patients take up your challenge!

## ❖ Health Promotion



Atherosclerosis in an artery- how can we prevent it? Grosvenor is working with the Government to screen patients

An NHS Health Check will assess your risk of developing heart disease, stroke, kidney disease or diabetes. If there are any warning signs, then we will work with you to help make necessary lifestyle changes.

NHS Health Checks are being offered to people living in England aged between 40 and 74 once every five years and who are not already being treated for heart disease, stroke, kidney disease or diabetes. People living in Bath and North East Somerset will receive their first invitation during the next 5 years.

The check will take about 20 minutes and is based on straightforward questions and measurements. There will also be a simple blood test to measure your cholesterol level.

Following the check you will be provided with your results and receive advice about what you can do to stay healthy and how to manage any health issues that have been identified.

So if you are aged 45, 50, 55, 60, 65 or 70 this year look out for invitation and call Reception to make an appointment.

## ❖ Suggestions or comments

We are always looking at ways to improve our services. So if you have any comments or suggestions, drop a note to our Manager Rachael Eade, or email her at [info@grosvenorplacesurgery.co.uk](mailto:info@grosvenorplacesurgery.co.uk)

Please visit our website at

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