



# HEALTH MATTERS

## MANAGING YOUR HEALTH HYPERTENSION



### BLOOD PRESSURE TEST

A blood pressure test is a simple way of checking if your blood pressure is too high or too low.

Blood pressure is the term used to describe the strength with which your blood pushes on the sides of your arteries as it is pumped around your body.

High blood pressure (hypertension) can put a strain on your arteries and organs, which can increase your risk of developing serious problems such as heart attack and stroke. Low blood pressure is not usually as serious, although it can cause dizziness and fainting in some people.

A blood pressure test is the only way to find out if your blood pressure is too high or too low because most people will not have any obvious symptoms.

### UNDERSTANDING YOUR BLOOD PRESSURE READING

A blood pressure is given as two figures:

- **systolic pressure** - the pressure when your heart pushes blood out
- **diastolic pressure** - the pressure when your heart rests between beats

For example, if your blood pressure is "140 over 90" or 140/90mmHg, it means you have a systolic pressure of 140mmHg and a diastolic pressure of 90mmHg.

Please help us this month by taking your blood pressure at home and handing the results to Reception. Results will be reviewed by the Practice Team and you will be contacted if necessary.

We can lend you a home blood pressure machine if required. Just ask at Reception.

North Street  
Calne  
Wiltshire SN11 0HH  
Tel: 01249 812141  
[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

#### Covid Working:

We continue to ask patients to wear face masks to protect themselves and others when attending for appointments at the surgery. We are unable to supply these and ask that you bring your own.

#### Opening Times:

Visit the Surgery Monday - Friday:  
8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

Or 24/7 via [Online Access](#) to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.

#### Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

2.00pm - 6.00pm

#### Out of Hours Service: III

#### Our Doctors:

Dr R Leach MA BM BCh MRCP DRCOG

Dr E Tully MB BCh BAO DFRSH MRCP

Dr N Ware MB BS BSc DRCOG MRCP

Dr J Dalton BM MRCP DFRSH DCH

Dr N Abel BM BS MRCP

Dr T Chambers BSc MBChB DRCOG MRCP

Dr L Garnham MB ChB

#### Trainees:

Dr E Burke MB BCh

Dr I Pierry MB ChB

Dr C Isaac MB MS

#### Our Nurse Practitioners:

Advanced Nurse Practitioner: Anita Peake

Advanced Nurse Practitioner: Charlotte King

Nurse Practitioner: Kathy Lenehan

#### Our Pharmacy Techs:

Katy Griffin Sharon Hunt

#### Our Care-Coordinator:

Steph Coulson

#### Our Community Connectors:

Liz Denbury Veronica Shaw

#### Our First Contact Physios:

Tom Hirst Justine Hanson

#### POD

(Prescription Ordering Direct)

tel: 0300 3035090 or email:  
[bswccg.podemergency@nhs.net](mailto:bswccg.podemergency@nhs.net)



## OUR COMPLAINTS PROCEDURE

*Help Us Get It Right!*

***Our aim is to provide the highest level of care for all our patients. We welcome concerns, compliments and complaints as valuable feedback that can help us learn from experiences and make improvements to our services. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.***

If you have any complaints or concerns about the service that you have received from the doctors or staff working for Northlands, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** because this will enable us to establish what happened more easily. Alison Ingham, Practice Manager, or Diane Sibbick, Reception Supervisor, will be pleased to deal with any complaint. They can explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint **In person** or **In writing** - some complaints may be easier to explain in writing. Please give as much information as you can, then send your complaint to the practice for the attention of the Alison Ingham or Diane Sibbick as soon as possible.

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. When we look into your complaint, we shall aim to:

- \* find out what happened and what went wrong;
- \* make it possible for you to discuss the problem with those concerned, if you would like this;
- \* make sure you receive an apology; and
- \* identify what we can do to make sure the problem does not happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

**Complaining on Behalf of Someone Else:** please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (eg because of illness) of providing this.

**What You Can Do Next:** we hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However, if you feel at any stage that your complaint should be investigated at a higher level, you can contact **NHS England** by email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), telephone: 0300 311 22 33 or by post:

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

The **Independent Complaints Advocacy Service (ICAS)** offers support to complainants. The telephone number for the South West is 0845 1203782. You also have the right to ask for an independent review through the **Parliamentary and Health Service Ombudsman (PHSO)** if you remain unhappy once Local Resolution is completed. You can contact the Ombudsman at [www.ombudsman.org.uk](http://www.ombudsman.org.uk), or email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

or by telephoning 0345 015 4033 or by writing to

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London  
SW1P 4QP

