

QUEDGELEY MEDICAL CENTRE PATIENT NEWSLETTER

July 2025

DROP-IN EVENT

THURSDAY 21ST AUGUST, 1PM TO 6PM

QUEDGELEY MEDICAL CENTRE (BOOKING NOT REQUIRED)

Members of our Patient Participation Group (PPG) will be hosting this drop-in session.

The PPG is made up of existing QMC patients who volunteer their time to represent our entire patient population.

WHAT WILL BE ON

The drop-in session will include:

SHARE YOUR FEEDBACK

At this session, the PPG will be available to speak with other patients regarding:

- Feedback about your experience of the Practice.
- Ideas and suggestions on how the Practice might improve.
- Concerns about the current issues within the wider healthcare and NHS service.
- What the PPG is/does and how to get involved with it.

ONLINE SERVICES SUPPORT

We will also have a small team of people on hand during the drop-in session to offer technical support on how to access and use the NHS App and the Airmid App for online services.

If you've been struggling and would like some 1:1 assistance, pop-in and we'll be happy to help!

WEIGHT AND BP CHECKS

If you'd like to get an up-to-date weight measurement or blood pressure reading, we'll have a confidential area setup to allow you to do this during the drop-in session.

WOMEN'S PELVIC HEALTH

We'll have a representative from [getUBetter](#) on hand to talk about the digital self-management service they offer to support women to maintain and improve their pelvic health.

SLEEPSTATION

STRUGGLING TO SLEEP?

The key to solving sleep problems isn't in treating symptoms.

Sleep is controlled by complex and interconnected processes that the best sleepers never need to know or worry about.

You're struggling to sleep, so vital connections between your brain, body and sleep are likely disrupted.

Until they're reset, true natural sleep will remain out of reach for you.

We are pleased to announce that patients of QMC are now able to register for a free Sleepstation Sleep Hub account which includes access to all the tools, resources, and support from the NHS funded Sleepstation service.

[SIGN UP HERE](#)

Find out more:
<https://www.sleepstation.org.uk/>

We hope to add further elements to the drop-in session to make it a worthwhile visit!



@quedgeleyGP

ZERO TOLERANCE

Our receptionists take many calls each day and are often non-stop on the phone for hours at a time.

As well as the straightforward queries, we are seeing an ever-increasing number of highly complex issues that can be incredibly difficult to deal with.

Sadly, we are experiencing an increasing amount of aggression and abuse during these calls and we would like to take the opportunity to share with our patients an insight into what our reception team deal with on a daily basis.



This video is a good insight into what some of the more difficult calls can be like.

Individuals who are repeatedly exposed to the trauma of others, can experience emotional and psychological distress resulting from this empathetic engagement. This is true of our reception team.

Our reception staff are essential to the care and service we provide, and it is essential that we care for them in return.

We want our staff to be kind, empathetic, and patient with you.

Please offer them the same in return.

Thank you.

IT'S GETTING HOT IN HERE!

We have seen extreme temperatures in recent weeks, and we want to remind you how you can cope in such hot weather.

Keep out of the heat if you can.

If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.

Cool yourself down.

Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes.

Keep your living space cool.

Close windows during the day and open them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep.

Watch out for signs of heat-related illness.

If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke.

WEIGHT LOSS INJECTIONS

We are aware of recent national news that medication is now available on the NHS for weight loss medication.

However, we must inform patients that this is NOT currently available on prescription from general practice.

Please do not contact us to request an appointment to ask for these injections.

We recognise it can be difficult for some people living with obesity to access the support they feel they need and that those most likely to benefit from this medication may wish to access it as soon as possible.

Please see the NHS Gloucestershire website for further information:

<https://www.nhsglos.nhs.uk/your-healthservices/healthy-communities/weight-loss-medication/>

For non-medication support with weight loss, you can self-refer to our Social Prescribing team via our website or by calling us on 01452 728882.

“STILL US”

DEMENTIA & ALZHEIMER’S SUPPORT GROUP



You are invited to “Still Us” – a new monthly group for people living with dementia or Alzheimer’s and for their friends, families, and carers.

Whether you’re living with dementia or supporting someone who is, you are very welcome.

The group is a place to relax, meet others, share stories, and enjoy some time together.

There will be friendly faces, refreshments, and a warm, understanding atmosphere.

You don’t need to book – just come along.

WHEN:

Second Monday of every month, 1pm to 3pm
14 Jul, 11 Aug, 8 Sep, 13 Oct, 10 Nov, 8 Dec 2025

WHERE:

Gloucester Rugby Club, Kingsholm Stadium, Gloucester

We hope to see you there!

The Still Us Team, Quedgeley Medical Centre & Gloucester Rugby

Please note that STILL US is a group space for shared connections and support. It is not intended to serve as a respite service.