

Woolston Lodge Surgery

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Dr Katherine May

It is with regret that we bid farewell to Dr May who is relocating to Wiltshire. She has been at Woolston Lodge since February 2017. She will be greatly missed by both staff and patients alike, but we are sure you will join us in wishing her well at her new practice.

Dr Jamie Rendall

Many of you will have already met Dr Rendall as he has been with us since 2016 as a GP Registrar. We are very pleased that having now finished his training, Dr Rendall will be staying on at Woolston Lodge Surgery to help cover Dr Willows' maternity leave.

Dr Liz Willows

We are thrilled to announce that Dr Willows is expecting her first baby which is due on 5th August 2018. She will therefore shortly be taking maternity leave. Her last working day at Woolston Lodge Surgery, for a while, will be Thursday 5th July. We wish Dr Willows and her husband well and look forward to meeting the new member of the Woolston Lodge family

Abbie Chant

Many of you will be pleased to know that Abbie, Nurse Practitioner will be returning to Woolston Lodge Surgery as her maternity leave comes to an end. She will be returning on Mondays, Thursdays and Fridays and her first day back is 25th June. We are certain that you will be as pleased to see her back as we are and Abbie is looking forward to coming back.

Useful Numbers

Woolston Lodge
023 8044 6733

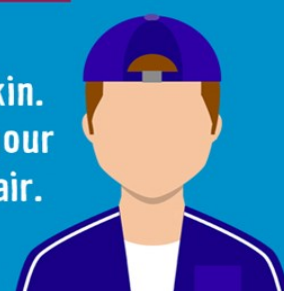
Out-Of-Hours
111



#CoverUpMate



Apply sunscreen to all exposed skin.
Don't forget your neck, ears and your
head if you have thinning or no hair.



We're here for you, for longer

GP and nurse appointments are now available during the evenings and at the weekend.

Your NHS, here for you.



Improving access to general practice: evening and weekend appointments now available

Patients who are registered at this practice can now book an appointment to see a GP or nurse on weekday evenings (after 6.30pm) or at the weekends (on both Saturday and Sunday). Appointments either take place at this practice or at another NHS setting nearby. Many of our patients have already benefitted from this service which has been available at Woolston Lodge for some time. Please talk to reception to find out more or to book an appointment.

By March 2019 everyone in England will benefit from access to general practice appointments in the evenings and weekends at a time that is most convenient to them. This is part of a national drive to help improve access to general practice and get the best possible outcomes for patients. Further information is available at www.england.nhs.uk/gpaccess

Slip



Slop



Slap



Seek



Slide



Protect yourself in five ways from skin cancer

Contact our
doctors **online**

GET STARTED NOW



Patients are now able to contact the surgery for medical advice online.

This can be for either a follow-up or a new consultation. This e-consultation service gives options to self help, or obtain information and advice to manage your condition yourself from the pharmacy or NHS 111 service. It also offers the opportunity to send information or a message to the GPs for an emailed response back by the end of the following working day.

If you would like to make use of this e-consultation service, it can be easily accessed via the surgery website at;

www.woolstonlodge.co.uk



GP surgery closed? Need urgent medical advice?
Not sure what to do? Make the right call



NHS

You can call NHS 111 for free, 24 hours a day,
seven days a week, 365 days a year



NHS

Online Services

Don't forget, you can book, cancel and amend appointments, change your contact details and request repeat prescriptions 24 hours a day, 7 days a week.



To request a user name and password please contact reception.



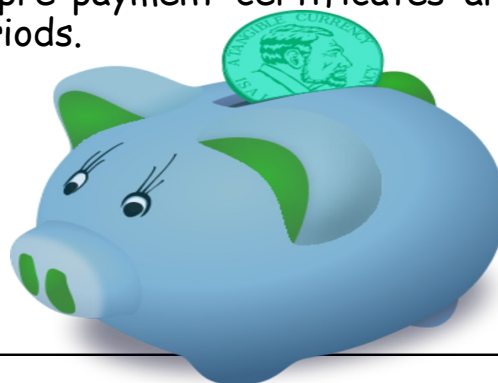
Prescription Charges

Did you know that if you have several medications regularly, it may be worthwhile buying a Prescription Pre-Payment Certificate? The current prescription charge per item is £8.80 and pre-payment certificates are available for both three and twelve month periods.

3 Months - £29.10

12 Months - £104.00

for more information please see
www.nhs.uk/NHSEngland/healthcosts



NHS

Paper prescriptions go electronic



This practice is starting to send prescriptions electronically.

Pick up a leaflet from reception to find out how this could save you time.

Electronic Prescription Service

A more convenient way to get your prescription

Prescription Requests

Please remember that we do not take prescription requests over the telephone. All requests should be made in writing to the surgery or made via our online services. (see above for details)

Please ensure that your request clearly states your name, date of birth and address along with the names of all the medication which you are requesting. Should you need to request medication which does not appear on your list of repeat medication, please also state the reason for your request. Please note that this type of request will take longer than the usual 3 working days (72 hours) to process and may not be issued at all if the GP feels that it is not appropriate.



Woolston Lodge Surgery's Patient Participation Group is currently looking for new members.

At Woolston Lodge Surgery we are committed to continually improve the services we provide. We therefore have an active **Patient Participation Group (PPG)** here at the surgery.

What does the PPG do?

The PPG works in partnership with the practice to strengthen the relationship between the surgery and patients in order to:

- Provide a forum for patients to provide feedback and comments to assist the practice to continually improve services;
- Provide peer support to other patients to promote healthy lifestyle choices, self-care and the understanding of long term health conditions and help to inform patients about additional services available;
- Act as a 'critical friend' to the surgery by providing the patients' perspective, ensuring the service, plans and activities of the surgery respond to patient's needs and priorities;
- Identify opportunities to improve the patient experience;
- Support the production and review of patient facing information;
- Provide a link between the practice PPG and the Southampton PPG Network so patients can have a say about wider health services and issues;
- Foster and enable a spirit of openness, trust and honesty between patients and staff to facilitate two way communication between the surgery and it's patients to assist the surgery in meeting the needs and aspirations of all in a rapidly changing health service.

Can anyone join the PPG?

Anyone over the age of 16 registered as a patient at Woolston Lodge Surgery can join.

Are you able to help?

If you are interested in joining the Patient Participation Group, please either request a form from reception or download a copy online at www.woolstonlodge.co.uk Once we receive your form we will be in touch with the details of our next meeting.

As a Practice we are very aware that visiting your GP can, at times, be stressful and frustrating for both patients and their relatives.

At Woolston Lodge, we always strive to meet patient expectation and deliver the highest standards of healthcare possible. For the vast majority of our patients we achieve this, despite the finite resources and the steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.



Security Management Service



RESPECT US
WE'RE HERE TO HELP YOU



**KEEP
CALM
AND
RESPECT
THE
STAFF**

**ZERO
TOLERANCE
POLICY**

In line with the rest of the NHS and to ensure this is fully observed we have a Dignity at Work and a Zero Tolerance policy, whereby any aggressive or violent behaviour, whether verbal or physical towards our staff will not be tolerated under any circumstances. We therefore ask that you remember to treat our staff with respect at all times.

Shouting, swearing or being abusive will not be tolerated. Patients who are abusive will be asked to leave and could be removed from our patient list.

We are here to help and aim to be as polite and helpful as possible, even during difficult times.

Are you eligible for free prescriptions?

Pharmacists are experts on medicine and can offer advice on treating many minor illnesses and injuries. But, with the minor ailments services, you may be eligible to receive free medication for many minor illnesses and injuries without having to visit your GP.

The adult or child seeking treatment must be registered with a Southampton GP practice and be eligible for free prescriptions to receive medication free of charge using this service. You will have a consultation with the pharmacist who will offer advice and provide medication if appropriate.

The Minor ailments service can help with the following illnesses and injuries;

- Cough
- Fever in Children
- Diarrhoea
- Haemorrhoids
- Hay fever
- Headache
- Minor burns and scalds
- Contact dermatitis
- Sprains & strains
- Cold
- Ear Ache
- Constipation
- Insect Bites & Stings
- Dry Eye
- Head lice
- Vaginal Thrush
- Athletes' Foot
- Thread Worm
- Sore Throat
- Earwax
- Mouth Ulcers
- Nappy Rash
- Conjunctivitis
- Oral Thrush—adult
- Cold Sores
- Paediatric Teething
- Indigestion

Pharmacy First is currently available at:

- Bassil Chemist, 55A Bedford Place, Southampton SO15 2DT
- Bitterne Pharmacy, 62A West End Road, Bitterne, Southampton SO18 6TG
- Boots The Chemist Above Bar, 19-29 Above Bar Street, Southampton SO14 7DX
- Boots The Chemist West Quay Retail Park, Southampton, SO15 1BA
- Boots The Chemist Woolston, Southampton, SO19 9DY
- Day Lewis Chemist Sholing, Sullivan Road, Sholing, Southampton SO19 0HS
- Lloyds Pharmacy, 10A Dean Road, Bitterne, Southampton SO18 6AP
- Lloyds Pharmacy, Parkville Road, Swaythling, Southampton SO16 2JA
- Lloyds Pharmacy, 62-66 Portsmouth Road, Woolston, Southampton SO19 9AL
- Pharmacy Direct, 18 Commercial Street, Bitterne, Southampton SO18 6LW
- Pharmacy Direct, The Weston Lane Centre for Healthy Living, Weston Lane, So'ton, SO19 9GH
- Sangha Pharmacy, 48 Thornhill Park Road, Thornhill, Southampton SO18 5TQ
- Superdrug, 15-17 Victoria Road, Woolston, Southampton, SO19 9DY
- Superdrug, 401-403 Bitterne Road, Bitterne, Southampton, SO19 5RR
- Telephone House Pharmacy, 71 High Street, Southampton SO14 2NW
- Well Pharmacy, 386 Hinkler Road, Thornhill, Southampton, SO19 6DF
- Your Local Boots Pharmacy, Bitterne Pk Medical Ctr, Thorold Road, Bitterne Park, SO18 4HP
- Your Local Boots Pharmacy, 12 West End Road, Bitterne, Southampton, SO18 6TG



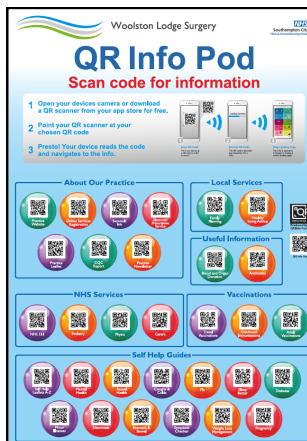
Is there someone who couldn't manage without you?

At Woolston Lodge Surgery, we think Carers are marvellous.

There are lots of people looking after friends or relations who need help due to frailty, disability or a serious health condition, mental ill-health or substance misuse.

It you are one of them, you could get help and support, but we need to know about you and your caring role first.

Ask at reception for a **Carers Registration Form** or visit our website, www.woolstonlodge.co.uk



QR Info Pod

Have you noticed the QR info pods in the waiting room?

These new Interactive display boards have been designed to give you access to vast amounts of useful

information without the need for paper leaflets.

The information is gathered from a wide range of trusted websites including www.NHS.uk and is automatically updated with the very latest recommended guidance.

The QR Info Pod is easy to use, all you need to do is open the camera on your tablet or smartphone or download a free QR scanner from the app store, scan the relevant code and you will be redirected to the information stored under that code.



Text Messaging Service

We have recently altered the way we send you the confirmation text message when you book an appointment. You will no longer receive this as soon as the appointment is booked, but instead, your confirmation message will come a week before your appointment and then a further reminder text message will be sent to you the day before your appointment.

This new service will also allow you to cancel your appointment by texting the word CANCEL back to us to the number given. Hopefully this will make it easier for patients to cancel any appointments which are no longer needed and can then be used for other patients.

To ensure that this system works smoothly, it is of course imperative that we hold the correct contact details for you. Please remember to let us know if you change your mobile telephone number, so that we can update your medical record and that of any children or other dependants who may share your contact details.



Travel Advice

We offer a travel advice service for both patients and non patients who will be travelling abroad and require travel advice &/or vaccinations. To make use of this service, each person travelling should complete a travel risk assessment form and return this to the surgery. These forms can be obtained from reception or can be downloaded from the surgery's website at: www.woolstonlodge.co.uk.

If you wish to use this service, please contact us with as much time as possible prior to your trip to ensure that we can accommodate you.

Once you have returned your completed form to us, the Practice Nurse will check which vaccinations you need and we will contact you to arrange an appointment with her. Please note that there may be a charge for some vaccinations.

Speaking to us about someone else

We appreciate that it is not always easy for people to speak to us themselves and that it can be frustrating when, due to patient confidentiality, we are unable to assist those who are trying to help.

If you regularly need to book appointments on someone else's behalf, obtain their results or talk to us about a friend or relative's medication, it is worth letting us know by putting formal arrangements in place.

Your friend or relative will need to write to us stating that they are happy for us to discuss all matters concerning their health with you, or, if they would rather; stating just those areas which they are happy for you to assist them. For instance; It may be that they are happy for you to book, rearrange or cancel appointments for them, but wish to keep further details more confidential.

Please use the tear-off slip below and return to reception if you would like someone else to act in this more limited capacity.

Patient's Name _____ Date of Birth _____

I am happy for _____ to book, rearrange & cancel appointments and collect any prescriptions on my behalf until further notice.

Patient's Signature _____ Today's Date _____