



Woolston Lodge Surgery

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Useful Numbers

Woolston Lodge
023 8044 6733

Out-Of-Hours
111

Building Improvements

You cannot fail to have noticed that our building improvements have been well underway for some time. We hope these works will be complete by the end of December. We now have two new consulting rooms at the front of the building (opposite Lloyds) and will soon have another where the current reception back office is. We have also benefitted from additional office, meeting room and medical notes storage space upstairs. The waiting room is also being given a complete refurbishment.

We are really excited about the work and are pleased that the new consulting rooms were ready to accommodate the clinicians who moved up from Spitfire Surgery in September. The builders have been very good at keeping the disruption to an absolute minimum, which we are sure that they will continue to do, but please do bear with us during the work, especially as this has now reached the waiting room area.



We appreciate that there is currently a temporary reduction in car parking spaces and so have asked all staff across the surgery and pharmacy to make other arrangements for the duration of the building work, to ensure that all the remaining spaces are available for patients. We are also sometimes told that persons occasionally use our car park and then go elsewhere. Please note that the car park is for patients and their carers attending the surgery or Lloyds pharmacy, if you should spot anyone abusing our car park, please do let reception know.

Dr David Adey MBE

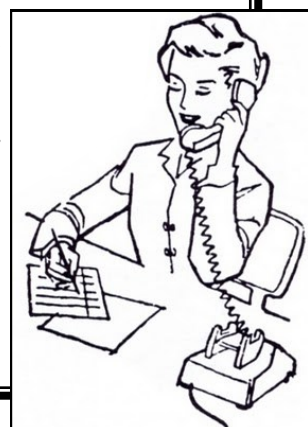
Dr Adey's last working day with us was Thursday 27th July 2017.

Dr Adey has been a valued GP partner at Woolston Lodge Surgery since 2013 when Woolston Lodge Surgery merged with Spitfire Surgery, allowing him to gradually reduce his working hours. Although, Dr Adey was no stranger to Woolston Lodge, as he had been a partner here for 13 years prior to setting up Spitfire Surgery in 1993 as a single handed GP.

Dr Adey will be missed by both his patients and staff and we're sure you will join us in wishing him a long and healthy retirement.

Receptionists Jenny & Sue

We would also like to say "farewell" to two of our reception team. Jenny and Sue have both been highly valued receptionists at Woolston Lodge since the surgery merged with Spitfire Surgery in 2013. Although both had worked with Dr Adey at Spitfire for many years prior to the surgeries merging, Jenny had in fact worked at Woolston Lodge even before moving to Spitfire Surgery with Dr Adey when it opened. Jenny retired in June to spend more time with her family and Sue retired in August. Both will be missed by their colleagues here who would like to wish them also a very long, happy & healthy retirement.



Dr Jamie Rendall

Dr Jamie Rendall, the GP Registrar who you may remember was with us previously, returned to Woolston Lodge on 7th August 2017 for the final twelve months of his training.

Many of you will have already met Dr Rendall and will, I'm sure, wish to join us in welcoming him back to Woolston Lodge.



Mr & Mrs Fusco

Congratulations to Jessica, a member of our reception team since May this year who married her fiancé Tom on 16th June.

We are sure you would like to join us in wishing them every happiness for their future together.

Baby News

Congratulations to our Nurse Practitioner, Abbie and her husband Mike, on the safe arrival of their beautiful daughter, Bean Rose.

Bean was born on 13th July, weighing a healthy 8lb 1oz and both Abbie and Bean are doing very well.

We are very pleased to welcome Bean into the Woolston Lodge family.



e-consultations

Earlier this year we asked our Patient Participation Group to consider the proposal for the surgery to offer our patients access to online consultations.

Of those patients who expressed a preference, a very conclusive 96% were in favour of the surgery adding online consultations to the range of services already offered here at Woolston Lodge Surgery.

This means that using a mobile 'app' or online portal, patients are now able to contact the surgery. This can be for either a follow-up or a new consultation. The new e-consultation service may offer advice about self-care or signpost patients to other sources of help, as well as offer the option to send information to the GP for an emailed response back by the end of the following working day.

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

www.woolstonlodge.co.uk



Online Services

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.



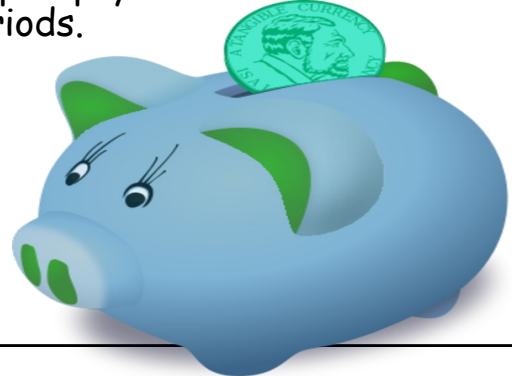
Prescription Charges

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 £8.40 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



Spitfire Surgery

Spitfire Surgery has been a branch surgery of Woolston Lodge Surgery since 2013.

Now that we have the two new clinical rooms at the front of the surgery fully operational, we have been able to move the clinicians up from Spitfire Surgery and Spitfire Surgery finally closed it's doors on 25th September 2017.

Patient Participation Group

Our very successful Patient Participation Group now has an impressive 284 members and we would like to thank each and every one of them for the time and support they give the surgery.

We are committed to improve our services and this group gives our patients the opportunity to give their views on the services we provide.

What does being a member of the Patient Participation Group involve?

We ask the members of this representative group for their opinions on a variety of matters such as possible changes to our services and the quality of care you receive. We contact them via email or letter and do try to keep any surveys succinct so that it doesn't take up too much time. There are also regular group meetings throughout the year at the surgery to attend if you are able, although many of our members just send us their views by email.

Can anyone join the Patient Participation Group?

Yes, anyone over the age of 16, who is registered at the Practice can join.

How do I join the Patient Participation Group?

If you are interested in joining the Patient Participation Group, please either ask for a form at reception or apply online at:
www.mysurgerywebsite.co.uk/secure/survey_signup.aspx?p=J82182

Access Self Care - Better Care

You know your body better than anyone - and whilst you may not be a health professional - there is a lot we can all do to keep ourselves well and to take charge when we feel we might be under the weather.

Of course, your GP and our nursing team are here when you need them, but for many conditions, especially seasonal things, rest, time and some 'over the counter' medicine from the pharmacy may be all you need.

You might be surprised at the following **NHS statistics** showing how long some **common illnesses** may typically last - with or without a visit to the GP:

Ear Infection	4 Days
Sore Throat	1 Week
Common Cold	10 Days
Sinusitis	2.5 weeks
Cough or Bronchitis	3 Weeks

NHS

don't forget to **UPDATE YOUR DETAILS**



Moved address?
New email address?
Have a new mobile phone?



SORE THROAT?
CHOOSE SELF CARE

DEEP CUT?
CHOOSE THE MINOR INJURIES UNIT

FEVERISH CHILD?
CHOOSE YOUR GP SURGERY

COUGH OR COLD?
CHOOSE A PHARMACIST

UNWELL, UNSURE?
CHOOSE NHS 111

SEVERE CHEST PAIN?
CHOOSE A111

Choose well.

For more information go to NHS Choices www.nhs.uk

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

If 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



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.

Pneumonia Vaccinations



A pneumococcal infection can affect anyone. However, some people are at higher risk of serious illness and can be given the pneumococcal vaccine on the NHS.

These include:

- Babies (as part of their childhood vaccination programme)
- Adults aged 65 or over
- Children and adults with certain long-term health conditions, such as a serious heart or kidney condition

Patients over 65 only need a single pneumococcal vaccination to protect them for life.

Patients with a long term health condition may need either a single vaccination or five yearly vaccinations, depending on the nature of their underlying health problem.

At the time of writing, there is a national shortage of pneumococcal vaccinations, and the surgery currently has an extremely limited supply available.

We are currently attempting to order stock every week, and as soon as there is a supply within the surgery we shall write to all eligible patients inviting them to book an appointment within one of our shingles clinics.

Shingles Vaccinations

If you are eligible for a vaccination against shingles, you will receive a letter inviting you to our shingles clinics in January.



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 practice. These forms can be obtained from reception or can be downloaded from the surgery's website: 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. There may be a charge for some vaccinations.