



Woolston Lodge Surgery

VOLUME 17, ISSUE 1

MARCH 2017

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Useful Numbers

Woolston Lodge
023 8044 6733

Out-Of-Hours
111

Building Improvements

There have unfortunately been some unavoidable delays with our planned extension, although we are expecting the building work to start very shortly. This will create three more consulting rooms, two of which will replace those lost when Spitfire surgery closes and additional space for our administration teams.

We have already had our new main entrance doors installed, these give easier access for our patients and visitors with mobility issues, We also think they look much more professional and welcoming.

Whilst we are of course hoping to keep any disruption to an absolute minimum, there will, inevitably be a temporary reduction in car parking spaces and some noise etc. for which we apologise. Please do bear with us whilst the work takes place.



Dr Sophie Hughes

We are delighted to announce that Dr Hughes, who has been an extremely valued salaried GP at Woolston Lodge Surgery since September 2015 will become a GP Partner on 1st April 2017. We are sure that you will join us in wishing her every success in her new role within the surgery.

Dr Katherine May

You may have already met our new salaried GP, as Dr May has been part of our team since February. She enjoys family medicine and has focused on older people's health in a previous role. She also has an interest in heart health.

Outside of the surgery, Dr May supports a Girl Guide group.

Karen Knapp

Our Nurse Practitioner Karen, retired in January and will be missed by her colleagues and patients alike. We wish her a happy and relaxing retirement.



Lisette

We would also like to say "farewell" to Lisette, our practice nurse who left us at the end of January for pastures new. Lisette has been a practice nurse at Woolston Lodge for many years and will be greatly missed. I'm sure you would like to join us in wishing Lisette every success in the future.

Karen Collinson

We would like to also take this opportunity to welcome to the surgery Karen, whom some of you may know from her previous role as part of the local District Nursing team.

She will be joining us here at Woolston Lodge as a new practice nurse from 27th March, dividing her time between holding clinics here at Woolston Lodge and visiting our housebound patients for their routine chronic disease monitoring.



Dr Jamie Rendall

Dr Jamie Rendall, our GP Registrar has now finished his current placement with us at Woolston Lodge Surgery. He will return to Woolston Lodge Surgery in August and then remain with us for a further twelve months to complete his training.

Repeat Prescriptions

Please ensure that you organise your requests for repeat prescriptions in good time to allow our staff to deal with them efficiently. Please be aware that with effect from 8th March 2017 all repeat prescription requests will take **3 working days** (72 hours) to process. This is due to the current increase in patient demand and the pressure of NHS work that we face .

You may request these either;

- In person, by leaving the white, right hand side of your last repeat prescription or a hand-written repeat prescription request here at Woolston Lodge Surgery.
- You may post your repeat prescription request to the surgery (if you wish to include a stamped, self addressed envelope, your prescription will be posted back to you).
- Order online. You need to be registered for this service, please complete a slip at reception to obtain a username and password.
- If you also nominate your regular pharmacy, we will digitally send your prescription directly to them on your behalf. (see page four for more details)



Requests for repeat prescriptions cannot be taken over the telephone.

Wasted Medicine

Unused prescription medicines cost Hampshire and Southampton CCG over ten million pounds every year.

Do you know? Sometimes patients or carers with repeat prescriptions continue to get more medicines than they really need and stockpile them at home. Unused medicines cannot be recycled or used by anyone else. Unused medicines kept at home are also a safety risk for children and others who might take them.

How can you help? Only order what you need, check what medicines you still have before re-ordering. If you don't need the medicine don't order it! If you need the medicine in the future you can request it then. If you need to go into hospital please remember to take all your medication with you. Please remember that your medicines are prescribed for you; it's not safe to share them.

Even if you never open them, once medicines have left the pharmacy they cannot be recycled. Please take any unused medication to the pharmacy for safe disposal.



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. Since then patients have been able to access a full range of services at either site. This includes same day and routine appointments with a GP or nurse, specialist nursing or appointments with a health care assistant.

You may recall that Spitfire surgery was set to close at the end of March, however, we have been granted a small extension on the lease which will certainly help whilst the building works are completed. We are hoping that we will be able to use Spitfire Surgery until such time that we have at least two of the new clinical rooms in full working order, so that we are more easily able to accommodate the additional staff here at Woolston Lodge.

Patient Participation Group

We currently have 241 patients signed up to our Patient participation group and 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 some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email or letter and do our best to keep our surveys succinct so it shouldn't take too much of your time. There are also regular group meetings throughout the year at the surgery for you to attend if you are able to, 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





Choose well.

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

Pharmacy First for Minor Ailments

Are you eligible for free prescriptions?



If you have certain minor ailments or conditions you may be eligible for Pharmacy First - The new minor ailments service. The service enables those who get free prescriptions to go straight to their pharmacist for a consultation, instead of going to their GP for a prescription.

You must be registered with a Southampton City GP practice and eligible for free prescriptions to use this service which covers the following ailments:

- Cough
- Upper respiratory tract infection
- Diarrhoea
- Haemorrhoids
- Hay fever
- Headache
- Minor burns and scalds
- Contact dermatitis
- Musculoskeletal pain & soft tissue injury
- Cold
- Ear Ache
- Constipation
- Insect Bites & Stings
- Dry Eye
- Head lice
- Vaginal Thrush
- Athletes' Foot
- Thread Worm
- Fever in Children
- 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 Portswood, 233 Portswood Road, Portswood, Southampton SO17 2NF
- Boots The Chemist Shirley, 9-11 High Street, Shirley, Southampton SO15 3NJ
- Day Lewis Chemist Portswood, 241 Portswood Road, Portswood, Southampton SO17 2NG
- Day Lewis Chemist Sholing, Sullivan Road, Sholing, Southampton SO19 OHS
- Highfield Pharmacy, 29 University Road, Swaythling, Southampton SO17 1TL
- Lloyds Pharmacy, 10A Dean Road, Bitterne, Southampton SO18 6AP
- Lloyds Pharmacy, 17 Grove Road, Shirley, Southampton SO15 3HH
- Lloyds Pharmacy, Parkville Road, Swaythling, Southampton SO16 2JA
- Lloyds Pharmacy, 62-66 Portsmouth Road, Woolston, Southampton SO19 9AL
- Lloyds Pharmacy, Unit 2 Shirley Centre, High Street, Shirley, Southampton SO15 5LL
- Pharmacy Direct, 18 Commercial Street, Bitterne, Southampton SO18 6LW
- Pharmacy Direct, 202 Shirley Road, Shirley, Southampton SO15 3FL
- Sangha Pharmacy, 48 Thornhill Park Road, Thornhill, Southampton SO18 5TQ
- Telephone House Pharmacy, 71 High Street, Southampton SO14 2NW

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.

Are you Eligible for a Shingles Vaccination?

Please see the table below to see if you are eligible for a shingles vaccination this year. If you have not yet had your shingles vaccination (as you only need one for lifetime protection) and you would like to book in for the vaccination, please contact reception to arrange an appointment with one of the practice nurses.



Age on 1 st September 2016	Eligible for vaccination 2016/2017?	Patient's date of birth is
69 or under	No	02/09/1946 or after
70	✓Yes	02/09/1945 to 01/09/1946
71	✓Yes	02/09/1944 to 01/09/1945
72	✓Yes	02/09/1943 to 01/09/1944
73	✓Yes	02/09/1942 to 01/09/1943
74-77	No	02/09/1938 to 01/09/1942
78	✓Yes	02/09/1937 to 01/09/1938
79*	✓Yes	02/09/1936 to 01/09/1937
80 and over	No	01/09/1936 or before

**1st SEP
2016**

Eligibility for this year's patient group begins

**31st AUG
2017**

Deadline for vaccinating eligible patients



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.



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 which can then be used for other patients.



Congratulations!

We would like to congratulate Denis, one of our patients on his fabulous fundraising efforts for Prostate Cancer UK. Last summer, just before his 87th Birthday, Denis challenged himself to abseil down the Spinnaker Tower to raise money for Prostate Cancer UK, the UK's largest men's health charity.

The money he raised, currently an amazing £1276.24, will help the charity in their mission to;

- ◆ help more men survive prostate cancer and enjoy a better quality of life
- ◆ support men by providing vital information
- ◆ find answers by funding research into causes and treatments
- ◆ lead change by raising the profile of the disease and improving care

In the UK, about 1 in 8 men will get prostate cancer at some point in their lives. Denis wrote a poem to celebrate his achievement, and has agreed that we may share it with you; we rather liked it!

So I abseiled down the Spinnaker Tower,
 But behind the parapet I did cower.
 Then on with the harness, must defend my pride,
 And the trainer just said "have a nice ride".
 Now over the edge, who's that down there?
 Hope it's my wife with my clean underwear.
 I go down and down, it's such a long way,
 So what was that rhyme I had to say?
 "Don't look down, that's a mistake.
 Just pay out the rope—it's a piece of cake!"
 I repeat the rhyme as I do the decent,
 Now I realise what the trainer meant.
 Enjoy the ride? Well I guess I did,
 So I hope my sponsors donate a few 'quid'
 To a great charity; Prostate Cancer UK
 And a bigger 'Thank You' I really can't say.
 Justgiving.com/fundraising/denis-hilditch is the
 website address,
 Please take care of the spelling, don't just take a
 guess.

