

The Stubbington Medical Practice

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www.stubbingtonmedical.co.uk

NEWSLETTER

Summer 2010

SURGERY TIMES

The surgery is open from
Monday to Friday
8.00am - 6.00pm

The switchboard is
manned from

8.00am - 6.30pm

The surgery is open for pre-
booked routine appointments
ONLY outside these normal
surgery hours on:

alternate **Monday** evenings
(6.30 - 7.30 pm ~ 3 GP's)

Every **Friday** morning
(7.40 - 8.00 am ~ 3 GP's)

and one **Saturday** each month
(8.30 - 11.10 am ~ 3 GP's)

Patient Participation Group



Welcome to the Summer
Edition of the P.P.G. News-
letter.

The P.P.G? What's that all
about?

Well, one way of describing
who we are and what we do
could be

*"To secure enhanced health
and well-being for the
patients of the Stubbington
Surgery, and in the wider
community, by encouraging*

*improvement in the quality
and effectiveness of our
health care provision".*

Putting it that way makes it
sounds rather pompous, but
essentially, we are just a
representative group of
patients who now form part
of the surgery team, work-
ing with the staff to achieve
best value service for all
patients and carers.

The major part of our role is
to represent the patient
perspective to the Practice.

However, as communication
is a two-way process we
decided that a regular news-
letter would be very helpful.

When I looked through a
draft of this Summer
edition I felt certain you
would agree that our Editor
has, indeed, produced 'a
very helpful' and interesting
document.

I do hope so.

I would be interested to hear
your views.

Best wishes & Good Health

*Reg Norton,
Chairman,*

Stubbington P.P.G.

SERVICES AVAILABLE "ON-LINE and MOBILE PHONE"

BOOK APPOINTMENTS

If you have not yet done so,
please register at reception to
book your appointments
online.

The on-line programme Emis
Access will show 4 available
appointments for each Doctor
and you can book the one
that suits you.

Appointments for the Nurse
and HP Sisters still have to
be made at reception.

REPEAT PRESCRIPTIONS

Repeat Prescriptions will be
issued at the Doctor's
discretion and are normally for
patients on long-term
treatment.

Requests for prescriptions can
be made using the computer-
generated request slip, in
writing (sent either by post,
faxed to 01329 664958, or
emailed to address below.

The surgery cannot accept
requests over the telephone as
it is too easy for mistakes to be
made.

Please give two full working
days' notice (excluding
weekends and bank holidays)
before collecting your
prescription from the surgery.

*For those who do not have
access to a computer, the above is
accessible by calling into the
Surgery personally or via the
local Chemists.*

hamp-pct.StubbingtonScripts@nhs.net

TEXT MESSAGING SERVICE

The Surgery have introduced
a text messaging service to
remind Patients of their
forthcoming appointment.

If you have not already
signed up to this service,
please supply the Surgery
with your mobile 'phone
number.



PATIENTS FAILING TO ATTEND APPOINTMENTS

A number of patients are still failing to turn up for their appointments. If the appointment is no longer required, **please remember to cancel** it in plenty of time for it to be offered to someone else.

Alternatively, if you know you are forgetful, ask a receptionist to phone you the day before to remind you or sign up for the "text reminder appointment service"

If you find that you DO NOT need an appointment, please CANCEL with the Surgery

so that SOMEONE WHO DOES NEED IT CAN USE IT!

It is no surprise that crippling debt is tearing families apart and sees 69% of them attending a Doctors surgery at some point.

Christians Against Poverty (CAP) is a charity whose aim is to help people struggling with Debt. CAP will work with creditors on your behalf. Don't worry any longer, call **0800 328 006** or go to www.capuk.org. CAP also have a presence in Stubbington if you would like to talk to someone locally: cap@croftonparish.org.uk or call 01329 661154

Minor Injuries Unit at Gosport War Memorial Hospital

From July 2009 Gosport War Memorial Hospital has had a nurse-led Minor Injury Unit. It has the capacity to treat up to 20,000 minor injury patients a year and replaced the Haslar Accident Treatment Centre.

The nurse-led centre is staffed by Specialist Emergency Nurse Practitioners and operates a walk-in service from 8 am until 9 pm seven days a week. **See Poster in Surgery**

PHLEBOTOMY (BLOOD TESTS)

Clinics are available at:

Fareham Community Hospital at Coldeast for our patients who have transport to enable them to get to Park Gate. Appointments must be booked by telephoning 01489 587415 ~ Monday to Friday (except Bank Holidays) from 8.30 am to 12.30 lunchtime.

Within the surgery for those patients who are elderly, less mobile or have no transport. Appointments **can only** be booked up to 2 weeks in advance. The phlebotomist clinics are held on some mornings and in the lunch hour.

Fareham Community Hospital Telephone Numbers:

Main Hospital Switchboard

01489 587400

Phlebotomy Department

NEWS FROM THE PRACTICE

By the time this Newsletter goes into production, **Dr. Sharon Vasey** and her family will be well on their way to start their new lives in Australia.

Dr Sarah Coombs will be joining on 1st July to replace Dr Vasey.

Patients on Dr Vasey's list were temporarily transferred to Dr Murray's list and will be automatically transferred to Dr Coombs when she joins.

Dr Coombs will be part-time and is working: Monday morning, Tuesday all day, Wednesday morning and Friday all day.

Dr Tracy Murray finished her registrar training with us in March and joined the practice as a salaried partner from 1st May.

Dr Murray will have her own patient list and patients wishing to transfer to her list may request to do so.

Dr Murray is part-time and is working: Monday morning, Wednesday all day and Friday morning.

Dr Katy Knighton reduced her sessions from 1st April and no longer works Monday a.m.

Dr Helen Evans is our current registrar who will be with us until September 2011, training with Dr Paterson.

Dr Aigbokhai Ohiwerei returns to the practice in August for one year, to complete his training with Dr Tenters.

Dr KoYih Tan reduced from full time to part-time on 1st April to

enable him to spend time working on increasing patient services in the Fareham area.

This means that patients do not have so far to travel when they require further investigation or to see a consultant.

Dr Tan is now working: Monday all day, Wednesday morning, Thursday all day and Friday morning



STOP PRESS

GYNAECOLOGICAL CLINIC

The Gynae Clinic running at Rowner will also open at Whiteley shortly giving patients further local choice of where to attend.

THE CARER'S CREDIT

The **NEW** Carer's Credit protects carer's pensions to ensure that when they reach retirement they don't face a reduced State Pension. To find out more go to direct.gov.uk

FLU SEASON

Our vaccines are scheduled to arrive week commencing 27th September and we are again doing Saturday clinics on Saturday 2nd and 16th October. Appointments are available to book in July as these Saturday appointments proved very popular with patients.

SWINE FLU – We still have vaccine available for patients in an At Risk Group, pregnant or living with immune-compromised patients. If you are allergic to eggs, please ask Reception to book you into a Celvapan clinic.

OUT OF HOURS SERVICE

From 6.30pm in the evening, at weekends and on bank holidays urgent medical care is provided by a deputising service on **02392 377921**. Patients telephoning the surgery during these hours will be automatically transferred to this service. Unfortunately the service is receiving inappropriate calls about prescriptions, appointments etc. The service cannot answer these type of queries, they must wait until the surgery reopens.

The Out of Hours service is only available for patients who are unwell and need to see a doctor urgently.

Medical advice on conditions can also be obtained from
NHS Direct on 0845 46 47

REDUCING WASTE MEDICINE

Each year unused medicines cost the NHS millions of pounds. If you have a stock of medicine at home that you no longer use, it cannot be recycled, so please take it to your local chemist for safe disposal.

To save wastage, please **do not** tick everything on your repeat medication slip if you do not need some of the items listed. If you are unsure about the medications you are taking, or wish some items removed, request a medication review with the local chemist or your GP.

Fareham Practice Based Commissioning Patient Participation Group

Patient Groups from practices in the Fareham area are now taking part in a locality-wide initiative, *The Fareham Practice Based Commissioning Patient Participation Group*. This rather lengthy title describes a group comprising representatives from the Patient Participation groups from the 10 practices in the Fareham area. These area group meetings are being set up to ensure that patients' ideas and views on planned changes are incorporated into the aims of the Fareham Based Commissioning Group, which are to improve health services and facilities provided to the patients of practices in the Fareham area.

As an example of the issues to be discussed that affect us all, the last meeting looked closely at a number of issues surrounding the new Fareham Community Hospital at Coldeast, including such matters as public transport facilities, car parking, and the range of services that will be provided.

Issues that will be discussed in future meetings include the use of existing commissioning services, such as the new elderly rapid assessment service run by Dr Ian Reid at Gosport War Memorial Hospital. Other topics to be followed up include the allocation of monies for carers and respite care and the community pulmonary rehabilitation programme. Two further meetings are already planned for the rest of the year, in September and December.

If there are any issues that patients wish to bring to the attention of this group, please do approach your own *practice representatives, who will be able to bring them to this forum. It is important that those who organise our local NHS services and decide on how the ever-tightening supply of money is spent, are aware of what we patients, the consumers, think about current and future health provisions that are enacted on our behalf.

Dr Keith Barnard - Chairman, Fareham PBC Patient Group

*Your Practice Representatives are Jeremy Bowles and Kay Burnham

THE EARL OF SOUTHAMPTON TRUST

The Earl of Southampton Trust provides grants to residents in Titchfield including Stubbington.

Many "Relief in Need" grants are available to residents who will have been referred to the Trust by the Social Services, Doctors, District Nurses, Health Visitors, Local Councillors or Ministers of the various churches.

Subject to availability of Trust funds, help can cover :

motorised wheelchairs, stair lifts, specially adapted furniture for the disabled, respite care, exam fees or other educational requirements, household equipment, one-off payment of outstanding services bills, decorating materials and many other needs not supplied by the State.

If you would like more information please contact Mrs. Sue Boden on 01329 513294

EXTENDED HOURS SURVEY



Survey and Results on Opening Times –

Thank you to everyone who took part in this survey which was carried out in April concerning patient preferences for extended opening. Out of 35 responses, 88% preferred Saturdays, 77% opted for evenings and only 28% wanted early morning opening.

We did open Wednesday and Friday mornings, alternate Monday evenings and one Saturday a month, so the results were very similar to what we already offered. However from 1 July 2010 we have requested approval from the PCT to drop the early Wednesday morning in favour of an additional GP working on the Friday morning. In addition we have another GP working on the alternate Monday evenings.

We are still awaiting approval from the PCT, but from 1 July extended hour appointments are available:

Alternate Mondays 1830 – 1920 hours (3 GP's)

Friday 0740 & 0750 hours (3 GP's)

Saturday (usually the 2nd Saturday in the month)
0830 – 1100 hours (3 GP's)

New Telephone System

We are currently investigating an upgrade to our telephone system to make it easier for patients to get through to the surgery. At the moment we have 4 lines coming into the one switchboard and patients sometimes find the phone is ringing for a long time until someone is free to answer it.

We hope the new system will make call handling easier for staff and patients. If the new system includes recorded options, we will endeavour to keep these to the minimum



Walk to Health

Anyone can join these walks ~ they are geared so that people can leave the walk at set points and have transport back to the start. Walks are arranged by our PPG

to make friends and enjoy walking and help keep fit. The first PPG walk (Sunday 27th June) will have taken place by the time this newsletter is produced.

Missed it? Don't worry ~ we have plenty more planned!

Our walks are organised by Reg Norton of the Crofton Lions who is also a member of the PPG. The first walk was "Water Walk" that hopefully many of you enjoyed.

Reg is willing to arrange more but they would entail short journeys to reach the start/finish locations, e.g.

"The Strawberry Trail" starts in Botley and finishes at 'The Jolly Sailor' on the Hamble;

"The Kings Way" (or part of it) starts at Nelsons Monument on Portsdown Hill and finishes either at 'The Roebuck' in Bere Forest' or in Wickham Square;

and there is a walk from

Stubbington via the Water Treatment Plant, Hoeford, Salterns Quay and Cams Bay towards Portchester Castle.

Details of the next walk on the PPG Notice Board in Reception at the Surgery or around the Village.

HOLIDAY TIME IS HERE !!!!!

Whether you're holidaying in this country or further afield, many of the following are essential for a happy, healthy holiday.

Vaccinations (please ask at Reception for a travel form. Completed form to be returned to Reception. The nurse will check your vaccination record and then contact you and arrange an appointment if necessary)



Think ahead. Some vaccinations need to be administered at least six weeks before you travel – this is crucial if you're buying last-minute long-haul holidays, as you'll have to give yourself enough time for jabs to take effect before departure.

For short trips you'll probably just need one visit, but some vaccines, such as rabies, need up to three appointments.

Some ideas of what to take with you:

Prescription medicines (make sure you have more than enough for your holiday ~ if repeat prescriptions are needed, please order in plenty of time)

Antihistamine tablets (for allergic reactions)

Insect repellent and sting cream

Minimum SPF15 sun protection

Pain killers

Antiseptic cream, wipes, plasters and dressings

Travel sickness pills

(Apart from prescription drugs, all the above can be obtained "over the counter" at your local pharmacist.)

Travel insurance is also a must, but nowadays you can buy it the day before you go.

For free, state-provided medical treatment in an EU country, you'll need an European Health Insurance Card (EHIC), which can take up to 10 days to organise.



YOUR RIGHTS TO FLY.....

Did you know that under European Law, if you are disabled or have difficulty moving around, you can receive assistance when you fly to and from Europe?

This free service, which covers your whole journey, is available to you if you have a mobility problem.

Just ask for the right service when you book—from your travel agent or tour

operator, airline or airport i.e. finding the right seat for you etc.

Further information can be found at www.equalityhumanrights.com/airtravel

HAPPY HOLIDAY !!!!!



Community Action Teams (CATs)

HAVE YOUR SAY ON WHAT'S GOING ON IN YOUR COMMUNITY

These meetings have been set up so Councillors, Police and other representatives in the Community can talk to you about developments that are being proposed for the area you live in and you can tell us what's good about where you live and what needs improving.

The next Crofton meeting will be held on Thursday 22 July at Crofton School, Marks Road ~ 7.00pm to 8.30pm.



Childhood Warts

It is Practice policy and National Guidelines not to freeze childhood warts/verruucas as it is a painful, unpleasant procedure and not advised.

Please see the Pharmacist or our information leaflet for further advice on management.

Thank you

And Finally

If you are one of the 13,432 patients registered with the Practice and would like to contribute to the next edition of the Newsletter, the Editor would be happy to consider including any appropriate items in the Autumn issue.

Please email items to: croftonarts@tiscali.co.uk