



THE VILLAGE PRACTICE

PATIENT NEWSLETTER



SPRING 2014

Welcome to our first Newsletter of 2014. We hope you all had a wonderful Christmas and New Year. We know it doesn't feel like Spring just yet but we thought it might cheer you up knowing it is just around the corner.

Appointments

Routine Doctor's appointments are for **10 minutes only**. Please remember to cancel any appointments you are unable to attend so that we can offer your appointment to other patients. **One hundred hours of Doctor, Nurse and Admin time were wasted during 2013 by patients who did not attend.**

This is an increasingly big problem in General Practice as appointments are at a premium and these could have been used by other patients.

Please make an extra effort to try and cancel appointments with the Nurses as these tend to be more than 10 minutes.

Staff Matters

Regular patients may have noticed that we have three new Receptionists. Lucy and Liz who joined us in May and July last year and Jo who started in March this year.

Telephone System



Please make sure you have a note of our new telephone number which is **02392 242960**.

Practice News

Thank you to all the patients who attended our Saturday Flu Clinics last year. These were a great success.

We would like to remind all patients over the age of 65 that they are entitled to a free pneumococcal vaccination. For most people this is a one off vaccination designed to prevent a common type of pneumonia and to keep you from having to go into hospital in the future. If you would like this vaccination please book an appointment with our Nurse.

The Practice is developing a new website which should be available to view shortly. The website will go under the name of: www.thecowplainvillagepractice.net

Advance Notice of Practice Closure

Fri 18 April	Good Friday
Mon 21 April	Easter Monday
Mon 5 May	May Day
Mon 26 May	Spring Bank Holiday

The Out of Hours service will be covering the Practice on these days and they can be contacted on **111**.

Please be aware that because of the Bank Holidays there will be less available appointments than usual and we would like to give priority to the more serious conditions immediately after the holidays, therefore we would be most grateful if you could delay making your routine appointments until after this period.

Contact Details

Please can you let us know if your contact details change. When you change your mobile number your first thought isn't to let your GP surgery know. However, from time to time we might have to speak to you urgently and this can be very difficult if we do not have an up to date telephone number. Either a land line a mobile number, or both, is very helpful. Please check your details with a Receptionist at your next appointment.

Test Results

Please ring after 1pm when the telephone lines are likely to be less busy, to get your results.

Repeat Prescriptions

Please allow **48hours** from ordering before collection. Please note the Reception Staff are unable to take prescription requests over the telephone.

The New 111 Service

NHS 111 is a new service that has been introduced to make it easier for people to access local NHS Healthcare Services. It is available 7 days a week 365 days a year. Free from landlines and mobile phones.

You can call NHS 111 when you need medical help, **but it is not for 999 emergency situations.**

Do you really need to go to A&E?

Save the NHS money and yourself a journey. Try giving us a ring first to see if we can help or try the new NHS Helpline number **111**.

A great deal of money is wasted in the Waterlooville area by people attending A&E inappropriately. Each time someone goes to A&E, regardless of whether they wait to be seen, it costs the NHS a minimum of £59.00 and more often at least £87.00.

A&E is really only what it stands for, an **Accident or Emergency**. A visit to your GP costs a fraction of a visit to the A&E Department and you will often be seen sooner!

Your GP

On an average day your GP will seen between 30 - 40 patients in the surgery, undertake home visits and carry out anywhere between 5 - 20 telephone consultations.

We are not perfect and are always seeking to improve our services to meet your needs but we need your help and support.

If you need to see a Doctor and it is outside of our normal operating hours then telephone 111. Local chemists are also well placed to advise on healthily living and minor ailments.

There are some good websites which give excellent information for patients and help with symptom checking. Try www.nhs.uk or www.patient.co.uk

Summary Care Record (SCR)

You may have heard or read about this in the newspaper or on television. Basically, SCR gives Healthcare Staff access to health information about you which means they can provide safer care and treatment to patients in an emergency. As a patient you have a choice:

- If you would like to have an SCR created for you, you do not have to do anything this will happen automatically
- If you wish to opt out of the SCR programme, please ask the Reception Staff for an Opt Out Form.

You are able to change your mind at any time, just let the Reception Staff or your GP know.

If you would like to know more about this visit www.nhscarerecords.nhs.uk

Care.Data

This is also an information sharing programme which is similar to SCR. This involves the sharing of information about the care you have received. This is to help with the understanding of health needs and the quality of the treatment and care provided to patients. The information will be shared with those NHS organisations who plan health and social care services as well as approved researchers and organisations outside of the NHS, if this will benefit patient care.

Information leaflets are available from Reception. If you are happy for your information to be shared you do not need to do anything. If you do not want any information being shared please ask at Reception for an Opt Out Form.

Please note this is a different programme to the SCR, so if you have previously opted out of this it does NOT mean you have automatically opted out of Care.Data.

Further information can be found at www.nhs.uk.caredata.



TRAVEL HEALTH

Hay Fever

Please remember that tree pollen can become a problem as early as April – it is therefore best to prepare beforehand for this eventuality.

Effective treatments are available, without prescription, from pharmacies at a much **LESS** price than a prescription. If you do require medication on prescription, and you have had it before, you can request it from Reception. Simple measures to try and reduce pollen exposure are:

- Stay indoors as much as possible and keep windows and doors shut
- Avoid cutting grass, large grassy places and camping
- Shower and wash your hair after being outdoors (especially the countryside)

- Wear wrap-around sunglasses when you are outside
- Keep car windows closed and consider buying a pollen filter for the air vents in your car
- Avoid drying your clothes and bedding outside on a washing line

Travel Vaccinations

If you are planning a holiday abroad and think that you may require travel vaccinations or malaria prevention medications please complete a travel health questionnaire – these are available from reception. Also please book a month in advance for a Travel Clinic appointment.



Sun Safety

Most skin cancers are caused by over exposure to UV radiation from the sun or sunbeds. Whether you are at home or abroad, use shade, clothing and SPF15+ sunscreen applied generously and regularly to protect your skin and wear sunglasses.



Protecting Children:

Young skin is delicate and very easily damaged by the sun. All children, no matter whether they tan easily or not, should be protected from the sun. Studies have found that sunburn during childhood can increase the risk of skin cancer later on in life. This is why it is important to ensure that children stay safe in the sun.

- ✓ Keep babies in complete shade – under trees, umbrellas, canopies or indoors. Provide shade for prams and buggies, if possible
- ✓ When outdoors, protect a baby's skin with loose-fitting clothes, and a wide-brimmed hat that shades their face, neck and ears
- ✓ Buy good quality, wraparound sunglasses for children as soon as they can wear them
- ✓ Apply a high-factor "broad-spectrum" sunscreen to all areas that cannot be protected by clothing, such as the face, ears, feet and back of hands

- ✓ Don't forget school play times and lunch breaks on summer school days.
- ✓ Give children a hat to wear and, and if they can't apply sunscreen at school, cover their exposed skin before they go.

For further travel health information see the NHS Fit for Travel Website: www.fitfortravel.nhs.uk

Another website that is very useful for information and leaflets is: www.patient.co.uk

One last thing, if you go to www.nhs.uk you are able to register what you think of the Practice, eg staff, the premises, things you feel can be improved on, anything you wish.

Any thoughts or ideas would be greatly appreciated.

All that remains is to say we hope this Newsletter has provided you with some worthwhile information.

Have a wonderful springtime!

