



THE VILLAGE PRACTICE

PATIENT NEWSLETTER



SPRING 2013

Welcome to our first Newsletter of 2013. We hope you all had a wonderful Christmas and New Year. We would like to take this opportunity of thanking all our patients for the lovely gifts, cards and donations we received from you over the Christmas period.

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. **Missed appointments for January totalled 9 hours which amounts to 2 full surgeries.**

This is an increasingly big problem in General Practice with patients not turning up for their booked appointments with both Doctors and Nurses, and affects the way the surgery is run eg: an increase in the waiting time for appointments; frustration for both staff and patients; a waste of resources.

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 Natalie, our Receptionist, has not been around lately. This is because she has now moved to Child Health. We wish her well. We would like to take this opportunity to welcome Charlie who joins us as a replacement to Natalie.

Telephone System



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

Practice News

As most of our patients know, Dr Hargreaves took part in the Berlin Marathon in October last year in order to raise funds for the Rosemary Foundation. The amount he raised was approximately £1,000. Some patients may also be aware that both GP's took part in Movember to raise awareness of men's health issues. The amount raised was £303 including donations from participating patients. Thank you to all who supported the GP's in their efforts to raise monies for such worthy causes.

Thank you to all the patients who attended our Saturday Flu Clinics. 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 working on 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

Wed 13 March (pm)	Target Teaching Day
Fri 29 March	Good Friday
Mon 1 April	Easter Monday
Mon 6 May	May Day
Mon 27 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 less busy, to get your results.

Repeat Prescriptions

Please allow 48 hours 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**.

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

TRAVEL HEALTH

Hay Fever

Please remember that tree pollen can become a problem as early as April – it is therefore best to start treatment before the pollen count increases.

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.

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

