



Do you need help to Quit?

Why can it be hard to stop? Nicotine causes strong urges to smoke in situations where you have previously smoked. It also alters your brain so that it develops a need for nicotine, and it deceives your brain into believing that smoking helps with stressful situations when it doesn't.

Quit4Life can help you with these issues and provide tailored advice, behavioural counselling & nicotine replacement (NRT) or a combination of treatments that have proven to be effective in helping people to stop.

Our **FREE** professional one to one service is available at **Milford Pharmacy** at the War Memorial hospital 7 days a week. Please contact us for more information on 01590 645555

Quit4life also runs a **FREE** session at the United Reform Church, Lymington on Friday afternoons between 2.30 – 5.30pm

SURGERY AFTERNOON CLOSURE FOR STAFF TRAINING



It is essential for our Doctors, Nurses and administrative staff to have regular up dates and training, therefore the Surgery will be closed on **Tuesday 4th October 2011** in the afternoon from 1pm.

You will still be able to access our receptionists to collect prescriptions.

Thank you to all our patients for your patience

For those of you who have visited the surgery over the last few weeks you may have witnessed our doctors and staff looking a little perplexed and sometime frazzled!

This has been due to the arrival of our new web based computer system – EMIS Web, We have now come through our first few weeks with everyone coping very well and luckily with only minor teething problems!

The new web based system allows for immediate software updates and secure back up of our data, also allowing for anonymised data to be sent directly to the Department of Health.

Early next year we hope to launch e-booking which will enable you to book your appointment on line from a home computer, you will still be able to book in the usual way – over the telephone or at reception.

Jan Lamont
Practice Manager



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PRACTICE PHILOSOPHY

The staff aim to provide a caring environment in which the wellbeing of our patients will be of highest priority, with special regard to their dignity.

We aim to provide a service that endeavours to treat each patient as an individual, taking into account their cultural, spiritual and social needs.

We seek to promote a high standard of holistic care that is based on research, health education and continual review of our practice.

BANK HOLIDAY CLOSURE

Summer Bank Holiday
Monday 29th August 2011

Our normal opening hours are
8.00am – 6.30pm
Monday - Friday

WISTARIA SURGERY

Newsletter

Summer 2011

Volume 1

Issue 11



OUT OF HOURS NUMBER HAS CHANGED

If you require medical attention when the surgery is closed then please contact the Out of Hours Service on 0300 300 2012

If you need General Medical Information
NHS DIRECT 08 45 46 47



EXTENDED HOURS APPOINTMENTS

We have been working closely with Hampshire PCT to provide extended hours for our patients.

Limited appointments are now available on Monday & Wednesday evenings at Wistaria and Wednesday & Thursday evenings at Milford.

Early mornings appointments are available at Wistaria & Milford on Fridays for those who have difficulty attending during normal hours.

We ask patients to only booked an extended hours appointments slot if they cannot attend in normal hours, for example if you are working or have extenuating circumstances that prevent you coming in normal surgery hours.

PRESCRIPTION PROCEDURE

We want to offer you a good level of service at your surgery, but often we don't appreciate the knock on effect of things.

We feel that a minimum of two full working days for your prescriptions to be printed, checked, and signed by a doctor is very reasonable, considering the volume of prescriptions passing through the surgery each day.

Requesting an emergency script, or asking if a script is ready before two full working days have passed, impacts the way your surgery works significantly and can be dangerous.

Firstly, it takes a lot of the receptionist's time to try find prescriptions if they have been printed. Secondly, the reception staff must wait for a doctor to sign them. Thirdly, the doctor must then check the script between patients, which is not just a delay, but also an opportunity to make a mistake whilst switching between patients on the computer system."

The Medical Protection Society recommends the following steps to signing prescriptions safely:

- where possible, try and arrange for repeat prescriptions to be signed by a doctor who sees the patient regularly
 - set time aside for signing repeats, allowing time to check the patients' records
 - make sure acute prescriptions do not get mixed in with the repeat prescribing pile
 - prescriptions should be checked in a quiet location where full concentration can be devoted to the task – signing prescriptions in a busy reception area is not ideal
 - if you are uncertain about a particular prescription, do not feel pressurised into signing it simply because there are a pile of requests waiting. The notes should be available for you to refer to.



Source: <http://www.medicalprotection.org/uk/uk-factsheets/repeat-prescribing-for-GPs>

To make things a bit easier for both you and us, we are changing prescriptions to 'batched scripts' for people who have taken the same medicines for a long time. This means that each month you will be able to collect your next instalment of one month's medicines from your usual Pharmacy.

A 'batched script' is usually for six months, to make sure we are doing a good job at keeping your health on track (e.g. making sure you have a recent blood pressure check or a blood test). Your pharmacist will tell you when you are on your last instalment so you can make an appointment in plenty of time.

Over the next few months, you may find a letter attached to your prescription notifying you we have changed your prescription to a 'batched script'. If you do have any questions, please ask a practice member, who will be pleased to help with your query.



Going on Holiday or Gap Year?

Booked your flight, got your passport, and got your currency?

Don't leave it until the last minute for your JABS!

Plan your travel vaccinations ideally at least 1-2 months before you travel or further ahead if you are travelling extensively. We have a limited number of travel appointments within the Practice Nurse clinics; therefore these can become full fairly quickly.

If we are unable to offer you an appointment in time for your holiday or within normal surgery hours then please contact –

Southampton Travel Clinic

6 Civic Centre Road, Southampton, SO14 7FL

Tel: 02380 234 920

Physiotherapy Self Referral – No need to see your GP

From the beginning of February 2011, Lymington New Forest Hospital will be offering patients at Milford and Wistaria Surgeries the opportunity to refer themselves for Physiotherapy, Podiatry or Occupational Therapy without needing to see their GP first. This is ideal for patients who are 16 years or over and has been specifically designed for people suffering from a recent physical complaint. Self-referral gives people direct access into the service and helps patients to take the lead in this aspect of their Health.



Chris Blythin, Lead Physiotherapist at Lymington New Forest Hospital said: "We are always looking for ways to streamline our services to provide timely patient care, it's great that self referral has been met with such positive feedback from all. We are pleased to offer this option of self-referral here at Lymington Hospital and offer patients an alternative way to access our therapy services."

Unused Medicines

The Surgery is unable to accept unwanted or unused medication, dressings or pads.

If you wish to dispose of any such items, either of your own or someone who has passed away then please contact your local Pharmacy who has a programme for receiving and disposing of unwanted items.

Many thanks, Jan Lamont, Practice Manager

