



## STUCK IN A RUT?

THEN JOIN US FOR A FRESH START

A new concept in well-being  
For patients of Wistaria and Milford Surgeries  
With Jenny Hope-Spencer, Counsellor

Twelve 2 hour weekly sessions to improve well-being  
Beginning January 2010

The course offers:

- ❖ Learning about yourself and others
- ❖ Understanding eating disorders, anxiety and depression
- ❖ How to make good choices
- ❖ Goal setting – achieving your dreams – realistically!
- ❖ Taking control of your life – finding direction and purpose
- ❖ Communication – how to improve relationships

### Sessions held at Wistaria Surgery

Weekly session fee £5.00. For further details contact Jenny Hope-Spencer : 01425 639370, or ask your doctor about the Course. Open to patients from Wistaria and Milford Surgeries only



## Milford on Sea Library Club

Are you finding it too difficult to visit the library?

Do you know someone who finds it too difficult to visit the library?

Wednesday Library Club

Once a month we'll provide transport to Milford library for people who can't make the trip themselves. There will be time to choose some books and enjoy a chat over a cuppa.

If you would like more details please telephone **01590 679585**



## Have you used the automatic blood pressure machine yet?

The Friends of Milford Medical Centre generously donated this excellent piece of equipment to us and you are invited to use it when you next come into the surgery. You don't need an appointment, just sit in the chair and slip your arm fully into the opening. Press START and the machine does everything. There is an easy to follow user guide on the wall by the machine.

### Your Doctors:

Dr Chris Seward

Dr Neil Read

Dr Charlotte Woodward

Dr Matthew Turner

### GP Retainer

Dr Sabine Akerman

### Practice Manager

Jan Lamont

## 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.

# Milford Medical Centre

# Newsletter

WINTER 2009

Volume 1

Issue 6

## Christmas Opening Hours

Christmas Eve Thursday 24<sup>th</sup> December  
Closed for lunch 1.00 – 2.00 pm  
EMERGENCIES ONLY 2.00 – 5.00pm

Christmas Day – Friday 25<sup>th</sup> CLOSED  
Saturday 26<sup>th</sup> & Sunday 27<sup>th</sup> CLOSED  
Bank Holiday Monday 28<sup>th</sup> CLOSED

Tuesday 29<sup>th</sup> Dec. - Thursday 31<sup>st</sup> Dec  
NORMAL OPENING HOURS

New Years Day - Friday 1<sup>st</sup> January CLOSED

Saturday 2<sup>nd</sup> & Sunday 3<sup>rd</sup> January CLOSED

Monday 4<sup>th</sup> January  
NORMAL OPENING HOURS

**The Doctors, Management and Staff  
wish you a Merry Christmas and a  
Happy New Year**

## SURGERY TELEPHONE NUMBER

01590 643 022 If you are telephoning for test results please phone after 2.30pm

If you require urgent medical advice or a doctor when the surgery is closed please contact the **OUT OF HOURS SERVICE on 0844 811 3060.**

**If you need General Medical Information  
NHS DIRECT 08 45 46 47 is available at all times.**

National phone number for SWINE FLU advice 0800 1513100

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Telephone: 01590 643 022 opening times Weekdays 8.00 am to 6.30 pm

**www.milfordmedicalcentre.com**



## Swine Flu Vaccination Information (H1N1) If you can't catch it, you can't pass it on.

### Who will get the vaccination first?

The vaccine is being offered first to people who are most likely to become seriously ill if they catch swine flu. These people are in the following priority groups:

#### 1. Adults under the age of 64 and children over six months of age who have a long-term health condition, including:

- Chronic lung disease
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological diseases
- Diabetes mellitus

Immunosuppression caused by a disease or treatment for a disease. For example, this may include people who do not have a spleen, and people who are on immunosuppressant treatment or are taking high doses of systemic steroids.

#### 2. Pregnant women at any stage of pregnancy

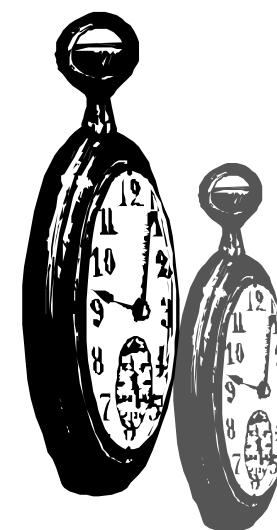
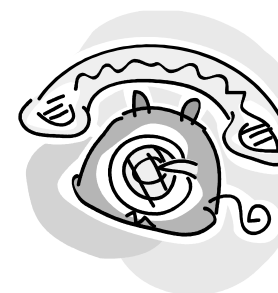
Being pregnant can put you more at risk of being seriously ill if you catch swine flu. So far, evidence suggests that pregnant women are four times more likely to develop serious complications from swine flu and up to five times more likely to need to go to hospital. The risks of flu are highest at the later stages of pregnancy.

#### 3. People who live in the same house as someone whose immune system is compromised by disease or treatment

If you live with someone who is having treatment for cancer, for example, and you catch swine flu, they might catch it from you and become very ill. If you have a severely compromised immune system, ask the people you live with to think about getting vaccinated to help protect you against catching swine flu.

The vaccine is also being offered to health and social care staff who may be in close contact with people in the above groups. If you are unsure about whether you should be vaccinated, speak to your GP or practice nurse.

**Vaccine will not be delivered until late November;**  
**all patients will be contacted by phone due to the**  
**postal strike**



## COMPLIMENTS, COMMENTS, COMPLAINTS & SUGGESTIONS

We aim to provide you with a high standard of care and if you experience any problems we hope we can sort these out easily and quickly.

We take any comments seriously and you are free to talk to any Doctor or member of staff when you feel a matter could have been better handled or you wish to express thanks to a member of the practice team.

All comments both positive and negative are reviewed to ensure that learning points are shared with the whole practice team:

Our new feedback forms are available at Reception - please complete our 'Compliments, Comments, Complaints & Suggestions' form which will be forwarded to me and I will contact you, if required.

**Mrs Jan Lamont, Practice Manager**

## Telephone Numbers & Addresses

Please make sure you keep us up to date with your latest phone number, address or mobile number. It is very important for us to have your correct contact details. Please advise Reception with any changes.

## Extended Hours

Limited appointments are available some evenings, early mornings and Saturday mornings to enable those who have difficulty attending during our normal hours to make appointments to discuss non-emergency matters. Please ask reception if you wish to book such an appointment. These surgeries will be covered by doctors from the practice on a rota basis.

**Please note:** We are unable to deal with any enquiries during extended hours.

Emergencies and emergency visits will be covered by the **Out of Hours Service** as at present. Telephone lines to the practice will not be open outside our core opening times of 8.00am to 6.30pm Monday to Friday, excepting Bank Holidays.

