



## 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

#### Friends Christmas Party

This is being held in the Robert Hole room at Lymington Community Centre on Friday, 11<sup>th</sup> December from 6.30pm to 8.30pm. There will be seasonal mince pies and wine. Tickets are £5 each from Marie Mudie 01590 673473.

#### Friends Coffee Mornings

Neville Lewcock who has made such a success of organising our speakers is busy working on the programme for 2010.

The first meeting is on the 5<sup>th</sup> January.

Our Coffee Mornings will continue to be held on 1<sup>st</sup> Tuesday of each month in the Surgery's River Suite, from 10.30am to 11.45am. The entrance is through the door next to Boots the Chemists and then up to the 1<sup>st</sup> floor, by lift or stairs. The River Suite is next to Boyd Physiotherapy.

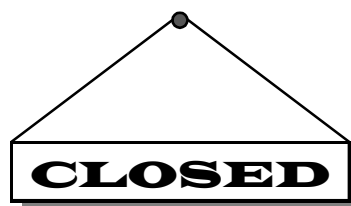
#### Friends Annual General Meeting

This will be held at Lymington Community Centre on Thursday, 25<sup>th</sup> February 2010. Our guest speaker will be Dr. David Read.

#### Wistaria Surgery Closure for Staff Training

The Surgery will be closed on the following lunchtimes (1.00 – 2.00pm) for essential staff training.

Monday 14<sup>th</sup> December



#### Your Doctors:

Dr David Read

Dr Gareth Morris

Dr Neale Whitley

Dr Angela J Sizer

Dr Elizabeth Pugh

#### GP Registrar

Dr Faye Muhleman

#### 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.

## WISTARIA SURGERY

# 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 672 212 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

Published by: Wistaria Surgery, 18 Avenue Road, Lymington, Hampshire SO41 9GJ  
Telephone: 01590 672212 opening times Weekdays 8.00 am to 6.30 pm

[www.wistariasurgery.com](http://www.wistariasurgery.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

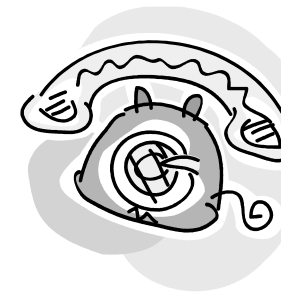
We aim to provide you with a high standard of care and if you experience any problems we hope we can sort these out easily and quickly.

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.

## A wee seasonal tale

Once upon a time there was a little bottle. It was very sad, because it had no name. It was brought to the Surgery, but no one could do anything to help, because it didn't have a name, and the person who brought it in did not fill in all the details on the form, so the nurses could not find out where it had come from. Sadly there is no happy ending to this story, so the little bottle had to be thrown away!



There is a moral to this tale. You will notice that new shelves have appeared in the entrance area to the Surgery. There will soon be baskets there for you to collect specimen forms and pots for testing either at the Surgery or to be sent to the Hospital.

It is really vital that all specimens are clearly labelled with your name, and that you make us aware on the form provided of any symptoms that you have. We have to inform the laboratory at the Hospital of your symptoms, and we cannot guess. Nor can we spend lots of time ringing people to find out. We shall be requesting that specimens are delivered to the collection point at the Surgery by 10.30am so that we can print forms if required to accompany specimen bottles to the Hospital. Please put your specimen container (lid firmly closed) in the bag provided with your form in the urine collection post box for the nurses to deal with. Then use the gel provided on the wall to clean your hands.

**Thank you very much, The Practice Nurses**