

SURGERY TRAINING

With a joint surgery staff of approximately 40, training and keeping everyone up to date is especially important. We will always inform patients if the surgery is to close and aim to make this as little as possible. Specific training and "away days" often happen on a Saturday – this enables us to thoroughly research and discuss a topic without time constraints.

Due to retirements and two members of staff leaving the area, many of you will have noticed the new faces at both Wistaria & Milford. Our new staff "shadow" for the first couple of weeks – as you can imagine there is a lot to learn. We have in house training meetings bi-monthly when we discuss compliments, suggestions & complaints from our patients and learning points from patient feedback. This is in addition to computer training, medical terminology and learning about prescription medicines. Often training is away from the practice, this gives staff the chance to meet colleagues from other practices and share good practice.

I would like to especially thank the Milford League of Friends for equipping our meeting room at Milford with a lovely new projector & screen – these will be used for practice training and our weekly GP meetings. We in turn discuss hospital referrals, palliative care patients and children at risk with our community nurses and health visitors.

In addition the practice has purchased a TV & DVD player – this will enable us to watch registrars consultations as part of their weekly tutorial and purchase training DVD's for our practice staff.

The Milford staff are pictured below on Saturday 12th November, when we had a training morning – considering the 8.30 start they all seem very happy!

Next surgery closures for training are

Wistaria Monday 28th November 1.00 – 2.00pm
Milford Tuesday 29th November 1.00 – 2.00pm

We also have regular education evenings for our clinical staff. The doctors and practice nurses choose a subject and invite a consultant speaker to discuss a topic, usually followed by a question & answer session; this also strengthens the surgeries link with our neighbouring hospitals.



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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.

Milford Medical Centre

Newsletter

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CHRISTMAS SURGERY OPENING HOURS

Friday 23rd December
NORMAL OPENING HOURS

Saturday 24th & Sunday 25th
CLOSED

Bank Holidays Monday 26th & Tuesday 27th
CLOSED

Wednesday 28th – Friday 30th December
NORMAL OPENING HOURS

Saturday 31st December & Sunday 1st January
& Bank Holiday Monday 2nd January
CLOSED

Tuesday 3rd January
NORMAL OPENING HOURS



PLEASE REMEMBER THE 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



Waste of Medicines

PLEASE LET US KNOW

If there is anything on your repeat prescriptions that you are no longer taking?

OR

PLEASE ONLY ORDER WHAT YOU NEED

Medicines cannot be reused once they have left the pharmacy.



As you can see from the photographs (kindly supplied by the Milford Pharmacy) the amount of wasted medication is significant and has to be destroyed. We hope you will join us and other practices in the area by reducing waste in Hampshire over the coming year.

If you are on the same medications each month without dosage changes and you would like to have a batched prescription – 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 blood tests). Your pharmacist will tell you when you are on your last instalment so you can make an appointment in plenty of time.



Calling All Patients!

Would you like to have your say about the services provided at your Surgery?

We would like to hear your views as part of our "virtual" patient feedback forum.

Please ask at Reception or fill in a contact form - available in our waiting areas and other locations around the Practice or you can download it from the Surgery website.

**www.milfordmedicalcentre.com
www.wistariasurgery.com**

Provide your contact details and we will get in touch occasionally to ask you a few questions about the practice and the services we offer. We will be conducting our annual survey in the New Year and would like you to take part.



FLU, FUN & FRIDGES

Many of you have already attended for your flu injection – remember it's still not too late to attend if you are over 65, or in an at risk group or if you are currently pregnant or work in a healthcare environment. Please book at reception or ask your doctor if you are unsure.

For those of you who have already attended – this is a quick and painless procedure and gives you a season of protection against the most common strains of flu. For the eagle-eyed patients you will notice that the above "patient" (Dr Matt Turner at Milford) had a very special sized syringe from the kind nurses!

I would like to thank the Friends of Wistaria & The Milford League of Friends for helping on the flu clinic days – they really do help the flow of patients to the nurses – we really are appreciative of all our volunteers. This year we will give approximately 3,000 flu injections – this logistically is quite an undertaking. We are already ordering 2012 vaccines and have to try and estimate the increased uptake each year.



Once the flu vaccinations are delivered we then have to store them at the specific temperature, the nurses store them in batches in our new fridges and have to account for every vaccine administered. Again a big thank you to both our "friends" groups who through fund raising have provided two large new fridges for Milford and one for Wistaria last year and this year a further fridge for Wistaria – this makes storage much easier for the Practice Nurses. Storage is especially important as we are still continuing with all the other immunisations & vaccinations during the flu season – babies, teenagers, travellers, pneumococcal etc.



During the flu season batches of flu vaccinations go out with our Community Nurses to be given to our housebound patients. Patients in our Nursing Homes & Residential Homes also have to be immunised, some homes have trained nursing staff and collect vaccines from the surgery to administer themselves, others are visited by the GP's & our own Practice Nurses – we aim to vaccinate patients as soon as possible so they have the maximum protection for the Winter season.

Again, if you have not been vaccinated please contact us as soon as possible so you can be protected against flu.

**Jan Lamont
Practice Manager**