



Spring & Summer
2016

Practice Newsletter!

All Enquiries
02380 865051
Out-of-Hours
Telephone 111

**"When your GP surgery
is shut and you need
medical attention
fast, but it is
NOT an emergency,
call 111".**

This includes
Monday to Friday
6.30 pm - 8:00 am

+

Weekends
Bank Holidays

**If it's a
medical emergency
call 999**

**Surgery
Opening Times**

Mon	8.30 am - 8.00 pm
(Mon	closed 1 - 2 pm)
Tue	8.30 am - 8.00 pm
Wed	8.30 am - 6.00 pm
Thu	8.30 am - 6.00 pm
Fri	8.30 am - 6.00 pm
Sat	8.00 am - 12 noon

Doors open at
8:20 am weekdays

Saturdays are

1 in every 3 weeks

(please check our website for
Saturday Surgery dates).

Home Visits

Please ensure all
visit requests are
received by 11:00 am.

**RECEIVED A LETTER
TO HAVE AN
NHS HEALTH CHECK**

If you've received a letter
inviting you for an
NHS Health Check,
then just call the surgery
on 02380 865051
and the receptionist
will be pleased to book an
appointment for you
with the nurse.
Don't ignore it – it's worth
having



THC NURSE PRACTITIONERS TAKE TO THE ROAD

Congratulations to two of our Nurse Practitioners – Julie and Jayne – who completed the Half Marathon.

Jayne (on the right of the picture) was able to raise £900 for Brain Tumour Research.

Fair to say that – sore feet and aching legs aside!!! – both were absolutely delighted with the times they achieved.

Both Julie and Jayne ran the Great South Run in October 2015 and are very much hoping to undertake a repeat performance this year.

Understand they are now ticking the days off on the calendar for this one

PATIENT APPOINTMENTS

You cannot fail to notice that the surgery is very busy.

On occasions, demand for appointments and advice can almost be overwhelming.

Our receptionists try hard to help - they ask a few important questions to ascertain who can best help you.

While we appreciate the issues you raise with a particular health professional are confidential, it can be very helpful for the doctors or the nurses to know what the consultation is about. Telling the receptionist may make your contact with us more efficient, e.g. a recent reason given was 'personal', and the actual reason was an antenatal booking appointment. The doctor had neither the right paperwork or the correct time allocated to deal with this, consequently the doctor was running behind for the rest of the morning - difficult for both the doctor and all the subsequent patient appointments.

Knowing a patient is coming for a joint injection means the doctor can have the paperwork and drugs ready in advance.

So **please do not** give the reception staff a difficult time when you are asked for the specific reason for their contact - it may well be helpful for you.



PRESCRIPTIONS

We try hard to supply and regulate prescriptions - all drug scripts need review and some require tight regulation. Our drug budget is very high and the literature tells us that many prescription medicines are ordered and then just kept in a cupboard 'just in case'. The cost of unused medicines is colossal.

It is important for us in primary care to regulate the quantity of scripts - if you are receiving medication that you do not require, please let the surgery know. The pharmacist may have inadvertently requested it on your behalf - they should be asking you each time, whether you need the medication.

Please let us know in good time when you need a repeat script.

Everyday we have requests asking for medication on that day... sometimes this is unavoidable but often the same patients request medication urgently each month. This is potentially dangerous - please order in good time.

IDEAS for CHANGE

Do you have any ideas how we might work more efficiently? Small changes can sometimes make big differences.

The health service is undergoing continual change and we try to work for our patients as best we can. Change is constrained by cost, time and ideas. If you have any innovative, constructive ideas - please let us know.

CAR PARKING

Can we respectfully remind all users that parking in the Health Centre car park is limited to Blue Badge holders and staff only; other users are asked to use one of the nearby public car parks.





ACCESSIBLE INFO STANDARD

We are actively participating in this national initiative to be more proactive in asking our patients if they have any preferred methods of communication with us in the Health Service, for example requiring large print letters OR British Sign Language etc. Watch out for forms at Reception to complete OR talk to Reception if you need help completing it.

TEXT MESSAGING

We are delighted to say that we're now able to text message you reminders for appointments and let you know via text about any results that you may be due. If you've changed your mobile number recently and haven't told us – please contact the surgery.

ELECTRONIC PRESCRIPTIONS

Have you signed up with your preferred chemist yet for electronic prescriptions? This service can be so much quicker for patients, GPs and practice staff – it's very efficient. If you would like more information, please speak with your local pharmacy – they will be pleased to help you through the process. Unfortunately, we can't sign you up – you need to do it through your pharmacy.

DO YOU NEED A BLOOD TEST DONE?

If you have a blood request form from your GP Surgery or Consultant then there's no need to go to the hospital any more, we will be happy to do them here at Totton Health Centre. Blood test appointments are now generally available in the surgery each day Monday to Friday + some Saturdays. Call the practice on 02380 865051 or ask at reception to book your appointment. We can also do blood tests for non-patients as long as they are registered with a GP Surgery in the Andover, Eastleigh, Totton and Waterside, West New Forest or Winchester area!

RESUSCITATION

If a paramedic or ambulance crew are called as an emergency to someone who has collapsed, they are obliged to try and resuscitate the patient if there are no instructions otherwise - this involves performing chest compressions and, if the heart has stopped, shocking the heart to see if it can be restarted.

A recent example where this may not have been in the patient's best interest:

The father in law of one of our GPs was 90. He collapsed and the paramedics were called. He had a history of heart attacks, was housebound and was very frail. In the panic, his wife was asked by the paramedics whether he had a 'Do not resuscitate' form - he did not. He had 3 attempts to restart his heart, he was transferred to his local district hospital where he was put on a ventilator in intensive care. 48 hours later, the breathing tube was removed to see if he would be able to breathe by himself. He was not able to maintain his ventilation and died shortly afterwards.

This sequence of events is not an isolated one. Resuscitation in appropriate patients can save lives. There is an argument for saying that the attempted resuscitation of the 90 year old man above was very unlikely to be successful and perhaps a conversation with him, before this 'crisis', about resuscitation might have been helpful.

We are not promoting "no resuscitation" but if you think you would like to discuss this with your GP - please let them know.



TRAVEL CLINIC

Don't leave it too late to book for your travel vaccinations. First of all, please book a phone consultation for travel advice. Most vaccines need at least 4 to 6 weeks to start working properly. We are a registered Yellow Fever Centre



HEALTHIER LIVING

Any Lifestyle change is difficult. Those New Years resolutions seems a long time ago. But it's not too late. Commit to change is a FREE online programme that has been shown to help.

Two key principles are evident:

1. Most people don't always do what they claim they want to do
2. Incentives get people to do things

Try a simple goal first e.g. take 5,000 steps per day. Then progress to a more complicated challenge e.g. addressing an alcohol problem or stopping smoking.

To help meet your goal, the user enlists the help of a group of supporters who are regularly updated on progress by email.

You can also recruit a referee to track progress and verify results.

If you wish, you can put a financial stake on the outcome e.g. the money that you might have spent on cigarettes. If you are successful, the stake is returned; if not, the money goes to e.g. charity.

Try it - healthier lifestyles benefit you and your families.....

committochange.stickk.com

"THE FRIENDS"

We are grateful to the many patients and organisations who donated a total of £2,841.50 to The Friends of Dr Godfrey & Partners during 2015; some of this money was by way of general donations and the balance was receipts from the Autumn raffle and sales of donated books.

From The Friends money we were delighted to purchase a second Coag Machine (for use with INR patients), a pair of SECA baby scales and another (the final one required!) Electronic Bed plus we were also able to update the Patient Check-in facility. All of this equipment is in daily use.

We will be considering during the first few months of 2016 our next purchase – we will keep you informed!

Our sincere thanks go to not only The Friends volunteers who very kindly manage the Autumn raffle at our flu clinics, but also to those patients who support the practice throughout the year with their generous donations, raffle prizes and book donations; all really are very much appreciated.