

## All Enquires

02380 865051

## Out-of-Hours

0844 811 3060

## Routine Appointments

We offer a variety of appointments to suit your busy lifestyle.

Mon	0830 - 2000*
Tue	0830 - 2000
Wed	0830 - 1800
Thu	0830 - 1800
Fri	0830 - 1800
Sat	0800 - 1000**

\*Closed between 1 and 2 pm

\*\*Saturdays once per month

## Urgent Appointments

We use a triage system to ensure your enquiry is dealt with promptly. A doctor or nurse will call you back to arrange an appointment if necessary.

## Home Visits

Please ensure all visit requests are lodged before 11:00 am.

## Out of Hours

If you need to see an emergency Doctor between these times:

- 1) Mon - Fri 1830 - 0800 am
- 2) Weekends
- 3) Bank Holidays

Call 0844 811 3060

# Welcome to our "new style" newsletter

[www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk)



## Race for Life .....

### a winning Team

A fun day was had by all the team at the Southampton "Race for Life" event on 11th July. It's hoped the team will raise between £400 and £500 for Breast Cancer - don't worry, it's not too late if you wish to make a donation!

## Welcome to our Nurse Practitioner- Sue Biss

Over the Spring, Sue Biss worked together with the doctors and nurses in a pilot project to help triage, see and manage acute medical problems. It's proved to be a very successful initiative, making access to a skilled medical clinician more straightforward.

Consequently, we are delighted that Sue started working with us in September on a permanent basis; she will work alongside our team of doctors and nurses, helping with emergency and acute problems.

## **Additional Services**

Travel clinics (including Yellow Fever)  
Contraception (Implants, coils and injections)  
Minor surgery  
Joint injections

## Common Questions

### How do I get a repeat prescription?

In usual circumstances, your repeat prescription will be ready within 48 hours.

We deal with hundreds of prescription requests every day.

In order for us to deal with them efficiently and above all, safely, it is essential you do allow at least

**2 working days to obtain  
your prescription.**

If you can,  
allow even longer.

### New service:

You can now request prescriptions on-line. Just go to our website and follow the instructions - clear, simple and more convenient for you. Please remember though, you must still allow at least 2 working days for your prescription to be ready.

### How do I get test results?

Please ring between 10 am and 1 pm  
If you want to discuss your test results please make a telephone appointment with the requesting doctor.

## Flu Clinics

The winter approaches and the annual flu immunisation programme is due to start shortly.

If you are over 65 or are in any of the high risk groups - e.g. patients with heart disease, diabetes, those who have had strokes, those with chronic respiratory disease, please book in for your jab.

**BOOK NOW!**

**Next Saturday  
Flu Clinic**

**Saturday - 30th October**

## Measles

There have been a high number of cases of measles over the summer holidays.

It is crucial that children returning to school are fully immunised because the increased close contact in schools can allow the virus to spread more easily.

Children need 2 doses of the MMR vaccine. If you feel your child may not have had two immunisations, please contact the Surgery and we will be able to answer your queries.

The MMR vaccine is the safest and most effective way of protecting your child.

For more information on measles, including signs and symptoms and the MMR vaccination, go to [www.hpa.org.uk](http://www.hpa.org.uk) and select 'measles' from the topics menu.

## MAKING YOUR APPOINTMENT MORE EFFICIENT!

If you are suffering from urinary symptoms e.g. passing urine more frequently or discomfort on passing urine, please take a urine sample into the doctor with you. Reception can give you a sample pot. It saves time, will make your appointment quicker and help the doctor work out how they can best assist you.

Please remember the doctor only has 10 minutes allocated for a routine appointment in which to try and sort out your health problems.

Bringing a list of 3 or more issues to your appointment means that it is difficult to allocate sufficient time and attention to each one. Please prioritise your problems. Tell the doctor the main reason for your visit that day at the beginning of the consultation. Other problems may need a further appointment - please do not be offended if the doctor asks you to do this. Thank you for your consideration.

## PRACTICE BASED COMMISSIONING

As one of 3 Totton Practices, we continue to work together to try and improve the local health services.

With the change in government and ever increasing pressures being placed upon us to tackle the financial deficit, we are, amongst other things, being asked to look at our referral patterns to hospitals; think about when we refer patients to hospital and look at our patient's attendances at hospital Out Patients and Accident and Emergency Departments. Although our "performance" is being monitored and measured against every other practice in Hampshire, please be assured that we will continue to strive to provide a high quality service to you all.

Certain procedures and activities are increasingly becoming more difficult to access; one of these which has, in the past, been used by many of our patients, is hospital transport. Use of hospital transport is now being rigorously monitored by the Primary Care Trust and only those in the greatest need can claim eligibility. If you have had the use of hospital transport in the past and find that you no longer qualify, please do not shoot the messenger! Our Reception and Admin Teams are only abiding by the rules we have been given! Thank you.

## PATIENT GROUP

We're delighted to announce that the "Dr Godfrey & Partners Patient Group" was formed in April of this year. The group is made up of volunteer patients and practice staff. Its aim is to meet quarterly for the purpose of discussing services provided by the practice, in particular ensuring that patient views of what is needed are taken into account when making future plans.

If you are attending any of the Flu Clinics - keep an eye out - it's hoped that members of the Patient Group will be in attendance!

## TRAVEL VACCINATIONS

**Thinking of Travelling at the last minute!**

**Hoping to book a fantastic deal on the internet**

**.....or get a bargain at the Travel Agents?**

That would be great, but **PLEASE REMEMBER**, we do not have last minute appointments. You should attend the surgery at least 8 weeks before departure.

*Why not make an appointment with our travel nurse as soon as you book your annual leave to discuss your intended travel plans.*