

Summer  
2018

# 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.

## E Consult

Not sure  
if you need to see a GP?

Do you need a Fit Note  
or general administration/  
medical advice?

Did you know that you can  
access advice and help direct  
from the

www.tottonhealthcentre.co.uk  
website using eConsult?

eConsult is a system—  
accessed by clicking the link  
on our website—that enables  
patients to contact their  
GP Practice online,  
seeking advice and support.

## FLU SEASON

Don't forget to look out for  
details of our  
Flu Programme which will  
start in earnest early  
Autumn 2018!!

We plan to have "walk in"  
appointments the same as we  
did last year as this proved  
convenient and helpful for  
our patients.

## Building a Strong Future!

Building a strong future for our patients, our practice and our staff is extremely important to our partnership.

We are sure you will all have heard of the challenges currently being faced by the NHS in general and GP practices in particular. We accept we must develop and adapt in these changing times; our goal must be not only to maintain the quality of our care and services, but to improve it.

Over a period of many years we have established a close working relationship with Forest Gate Surgery; during this time we have been extremely happy to find that we share a very similar approach to patient care and working within general practice.

In order to protect and develop the service we are able to offer our patients, the Partners now feel the best way forward is to merge our two practices.

To this end, we have commenced the necessary work involved with a view to a merger date of 1st October, 2018.

We would reassure you on the following issues:

- We anticipate no changes to the doctors or staff; you will be able to enjoy the continued high level of service you are used to receiving at both Totton Health Centre and Forest Gate Surgeries.
- We would emphasise that we will continue to operate from both surgery buildings.
- Patients will remain registered at the same surgery.
- Our vision is to continue to provide high quality medical care delivered by friendly, motivated teams.
- Our decision is business-based to ensure we remain 100% resilient to whatever the future brings.

Understandably, you may have questions regarding our forthcoming partnership merger.

We are happy to try and answer those questions;  
please direct them to the Practice Manager.

We have generated a Questions and Answers document on our website; we will add to it as and when queries are raised. Please visit our Website [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk).

Please be aware the merger "due diligence" work is an ongoing process for the next few months; as matters progress we will – of course – keep you updated.

Thank you.

The Partners, Dr S J Godfrey & Partners, Totton Health Centre

## NEW SERVICE AVAILABLE TO TOTTON PATIENTS

APPOINTMENTS AVAILABLE AT

THE PRACTICE (TPAL) Lymington New Forest Hospital

Wellworthy Road, Lymington SO41 8QD

*Routine Appointments are available to see A GP or Nurse Practitioner*

*"On The Day or up to 7 Days Ahead" at the following times*

<u>Monday</u>	4 pm – 8 pm
<u>Tuesday</u>	4 pm – 8 pm
<u>Wednesday</u>	4 pm – 8 pm
<u>Thursday</u>	4 pm – 8 pm
<u>Friday</u>	4 pm – 8 pm
<u>Saturday</u>	8 am – 4 pm
<u>Sunday</u>	10 am – 2 pm

To make an appointment please telephone 01590 630 545 - During Clinic Opening Times ONLY

THIS IS NOT A WALK IN SERVICE



We are delighted to announce that our Practice has received a formal accreditation to confirm that we are a Dementia Friendly Practice.





### PRIVACY NOTICE

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have always taken steps to ensure your personal information is looked after in the best possible way by reviewing our procedures regularly.

Please take the time to read our latest Privacy Notice carefully, as it contains important information we collect on your behalf. The Privacy Notice can be found on the practice website at

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



**Dr Lisa Manalang**  
Salaried GP



**Dr Clare Harris**  
Salaried GP



**Angela Carter**  
Nurse Practitioner

**We are absolutely delighted to welcome some “new” faces to the Clinical Team.**

Some of you will have already met one or both of our new salaried doctors, **Clare Harris** and **Lisa Manalang**—as they joined the Practice in September, but we'd like to take this opportunity to formally welcome them to THC.

We'd also like to welcome a very new member—**Angela Carter**.

Angie is an experienced Nurse Practitioner who has just joined our highly skilled Nurse Practitioner Duty Team that provides our patients with emergency on the day care. We are very fortunate to have Angie, Clare and Lisa as members of our practice; we look forward to a long and happy association with them!

### CERVICAL CANCER

Cervical cancer is the commonest cancer in women under 35 but can affect women of all ages and the incidence is increasing. Cervical screening saves lives.

Cervical screening is recommended for all women whatever your sexual orientation, every 3 years between ages 25 and 49 and every 5 years between ages 50 and 64.

If you have never been sexually active you are at lower risk but there is still a risk.

If you have not had a cervical smear in the last 3 to 5 years then please book an appointment now with a GP or practice nurse and we will try and accommodate you with a suitable day and time. We do late surgeries on Mondays and Tuesdays and a surgery every third Saturday.

The smear can be done at any time in your menstrual cycle when you are not bleeding. If you have had a bad experience in the past please discuss this with a GP or nurse.

If you are pregnant or have recently given birth then wait 12 weeks after delivery for your smear. Please let us know if you have had a cervical smear done privately or abroad.

### CARE NAVIGATOR

A Care Navigator is a supportive role to the health professional who takes the lead and responsibility for your clinical care. They work from your GP practice in a non-clinical capacity and can help support your health/social needs; a referral is usually required from a GP or nurse. **They can for instance:**

- >Signpost people to community services such as meals on wheels and lifelines.
- >Refer carers they have been involved with for a carers assessment, emergency care plan and dementia advisor for support, as well as signpost to carers groups.
- >Signpost individuals to support groups e.g. Parkinson's and Dementia, and to social groups.
- >Arrange for grab rails to be fitted or equipment delivered if the relative is unable to telephone.

Care Navigators can offer guidance but are not a substitute for Social Services who should be contacted for help with a care package, or for advice about nursing homes.

**Telephone—Social Services (Adult Health Care) 0300 555 1386.**



### TEXT MESSAGING SERVICES (Mjog)

We now have the ability to send text messages to our patients via software called Mjog. This service will be used to contact patients for many different reasons, which currently includes: appointment reminders, campaign reminder messages (for flu, shingles etc.), inviting patients to make appointments for their annual reviews, asking for health information to update our records (smoking status etc.)

By using appointment reminders we can help patients to remember to attend their appointment or to cancel their appointment, if it is no longer needed. To ensure patients get the care that they need, to reallocate cancelled appointments and to reduce waiting times.

If you are unable to attend your appointment please help us by letting us know. This can be done by simply texting the word **CANCEL** in response to your appointment reminder. Doing this will automatically cancel your appointment and make it available for somebody else to use.

To receive reminders, invites and information by text, please make sure that we have your correct mobile number, especially if you have changed it recently.

When we started this service we sent out a text message to all of our patients with a mobile phone number on our system, to ask if you would like to opt out of using this service. If you did not receive this message, or you have decided that you wish to opt out, please let us know. We hope that this service will be as useful to you, as it will be to us.

### ZERO TOLERANCE POLICY

Due to the increasing number of episodes of verbally aggressive and general aggressive behaviour towards our GPs and Practice Team Members, can we respectfully draw your attention to our Zero Tolerance Policy. Full details can be accessed via our website

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

### MJog Messenger App

*We would encourage you to download the MJog Messenger app.*

It is a mobile messaging app (similar to Facebook Messenger) which provides simple, secure and free communication of health information between us and our patients.

Unlike text messages, MJog Messenger provides a free channel of communication between surgery and patient, helping the NHS to save money along the way. If you decide not to install the app, you will still continue to receive text messages.

The app is only available for use on SMART phones; it can be downloaded via the Apple App Store or Google Play Store. Links are available via our website, and more information can be found at [www.mjog.com/messenger](http://www.mjog.com/messenger)