



Whiteley and Locks Road Surgery.

Winter 2009/2010

No. 10
NEWSLETTER



SWINE FLU

If you believe that you fall into one of the at risk groups for swine flu and have not yet heard from the surgery regarding an appointment for the vaccination, please contact us.

The main risk groups are those who have a seasonal flu vaccination with long term chronic conditions, the household contacts of the immunosuppressed, pregnant women and children aged 6 months to 5 years.

DID NOT ATTENDS DECEMBER 2009

Locks Road – 63 appointments

Whiteley – 62 appointments

This is nearly 21 hours worth of appointments!

If you are unable to keep your appointment **PLEASE** telephone the surgery at your earliest convenience. If you fail to attend on three occasions you may be asked to register at another practice and removed from our practice list.

BABY NEWS

Dr Jane Plumtree will be leaving at the end of January to take maternity leave for the rest of 2010. Her baby is due in March and we all wish her the very best.

NEW HCA

You are probably all familiar with our new Health Care Assistant Bev Boniface. Bev has been a receptionist with the practice for many years but was formerly a fully trained nurse. She is currently undergoing refresher training with Jacky Pickworth and will be joining the nursing team in March.

WHITELEY SITE

There has been a small change recently in the administration of the two practices. Whiteley is now officially our main site with Locks Road being the branch. The only difference that you may have noticed is that all prescriptions now come with the Whiteley address at the bottom. Please be assured that this is for administration purposes only and in no way affects our service at either site.

TRAVEL VACCINATIONS

The holiday booking season is in full swing! If you are travelling abroad, please collect a form from Reception then book an appointment with the Practice Nurse for a travel chat. The Nurse will go through any injections you may need and also give travel advice. Please do this 6 – 8 weeks before travelling.

PATIENT PARTICIPATION GROUP

Two informal meetings of the PPG have already taken place. The first official meeting will be held on the 4th February. This meeting is only open to members of the Patient Participation Group, however if you would like to become a member or have suggestions for the agenda please either write to Jeannette Atkins (Practice Manager) or contact us via the PPG link on our website. The minutes from this meeting will be made available on our website.

WEBSITE

www.whiteleysurgery.co.uk
or
www.locksroadsurgery.co.uk
We are hoping to soon have online prescription ordering available via our website. This will enable patients to submit their request online and then collect from either surgery or a chosen local pharmacy.



PRACTICE BASED COMMISSIONING

General Practice is constantly evolving. One of the ways that the NHS is trying to improve services to patients is via practice based commissioning. PBC is working towards offering patients a choice of local services rather than just at the main hospitals which are often far away and awkward to get to. Services you are able to access at this surgery include: **TELEDERMATOLOGY** - instead of waiting for a referral to hospital for skin conditions your doctor may now take a photo of the affected area which is then sent to a Consultant Dermatologist. They then e-mail the results through within 48 hours allowing treatment to begin much sooner. **DVT**—if your doctor suspects a deep vein thrombosis a simple procedure can now be carried out in the surgery rather than having to go in to QA for an ultrasound. **GYNAECOLOGY**—a Consultant led Gynaecology clinic will soon be coming to the Yew Tree Clinic at the Whiteley Surgery **ENT**—a Consultant led service now takes place at the Highlands Road Surgery and some ENT clinics formerly held at Haslar have now moved to the Yew Tree Clinic within the Whiteley Surgery. **MEDICATION REVIEWS**—many of these can now be completed with your local pharmacist who will pass the information to us to be recorded. **BLOOD TESTS**—we can now offer some tests at both surgeries by appointment.

OPENING TIMES

Whiteley Surgery

Monday 8am – 6.30pm
Tuesday 8am – 7.45pm
Wednesday 8am – 7.45pm
Thursday 8am – 7.45pm
Friday 8am – 6.30pm
Saturday 8.30 – 11.30am

Locks Road Surgery

Monday 8am – 6.30pm
Tuesday 8am – 6.30pm
Wednesday 8am – 6.30pm
Thursday 8am – 1.00pm
Friday 8am – 6.30pm

USEFUL PHONE NUMBERS

Whiteley Surgery

01489 881982

Locks Road Surgery

01489 583777

PRESCRIPTIONS

Please only order the quantity that you need. Unused medicines cannot be recycled and are wasted. Please take any unused medicines to your local pharmacy for safe disposal.

TEST RESULTS

If you have been asked to contact the surgery for results of a recent test please call between 1.00—3.00pm.

Test results are not received back into the Surgery until late morning.

COMPLAINTS

All complaints must be put in writing to Mrs Wendy Allcock, Reception Manager. Please ask at Reception for a Complaint Procedure Form.

SNOW

Thank you for all your understanding during the recent adverse weather.

