



Whiteley and Locks Road Surgery.

Autumn 2011

No. 14
NEWSLETTER



Nurse Triage

Following the success of the triage service that we currently offer on Fridays we are looking to expand the service with the possibility of employing a Nurse Practitioner. The triage service has received a great deal of positive feedback from patients and staff alike. The service allows patients to speak to a specialist nurse on the phone who then assesses the situation and decides on the best course of action for the patient, whether that be an appointment with the nurse, GP, a prescription or some self care advice.

Choosing the right NHS service.

Self care— a lot of illnesses can be treated in your own home by using over the counter medicine and getting plenty of rest. Things like a hango-ver, sore throat or a cough.

NHS Direct—if you're unsure of who to see or what to do NHS Direct can help direct you to the appropriate local service.

Pharmacy— your local pharmacist can give advice on common illnesses and conditions as well as the medicine you need to treat them. Things like diarrhoea, runny nose or headache.

GP Surgery—Make an appointment a GP for medical advice and examinations for things such as ear pain, sore tummy, back ache or chronic diseases.

Minor Injuries Unit—for cuts, spains, minor fractures and bites. Our local units are at Gosport War Memorial Hospital, St Mary's in Portsmouth and at the Community Hospital in Petersfield.

A&E—For chest pain, choking, blacking out, blood loss, major injury or any life threatening situation you should either call 999 or get to A&E.

The Hampshire Health Record

The Hampshire Health Record (HHR) is an electronic summary record for people living in Hampshire. The record stores information from GP surgeries, hospitals, social and community care teams in one place so that, with your consent, professionals can view it to deliver better care for you.

You have a choice. If you are happy for your information to be stored on the Hampshire Health Record then you don't need to do anything. Please contact the HHR (contact available at the Surgery) or see our website, if you would like a free copy of the information held about you or if you prefer your information not to be stored in this way.

Clinical Commissioning Group

The Whiteley & Locks Road Surgeries are in the Fareham and Gosport Clinical Commissioning Group made up of 21 practices covering a vast area of patients from Sarisbury Green to Waterside in Gosport. The 21 practices have worked together on trying to secure funding for services which we consider would be of benefit to our patients in Fareham and Gosport and we have been successful although it has been a difficult and long process but we are now able to offer the following diagnostic services and clinics within our practices; **Elderly Rapid Assessment Unit**—at Gosport War Memorial Hospital.

Community Cardiology Service—at Westlands



Medical Centre in Porchester. **Gynaecology Clinic**—at the Whiteley Surgery.

D-Dimer—a practice based test for deep vein thrombosis. **ENT Clinic**—at Highlands Medical Centre in Fareham.

Heart Failure Test—we are piloting a test in Surgery that saves a hospital visit.

Phlebotomy—blood test appointments available in Surgery

Locks Road Surgery

Following NHS Hampshire's review of the future provision of General Practice in the Fareham Western Wards, the following options have been identified by them.

1. Allow Locks Road branch to close and the patients to choose either to move to Whiteley or register with another local practice open to registrations.

2. Allow Locks Road to close and extend Brook Lane surgery to accommodate more patients.

3. To establish a GP service in Fareham Community Hospital.

There are a number of ways that you can express your views

Complete an online survey via www.surveymonkey.com/s/gpservices

Contact the office of Hampshire LINK - email info@hampshire-link.co.uk or call 01489 611675

Attend a drop in event—4th Nov. at Fareham Community Hospital (10am-4pm) or 9th Nov. at Warsash Victory Hall (6-8pm)

Hampshire LINK is an organisation whose role it is to find out what people like and dislike about local health and social care.

OPENING TIMES

Whiteley Surgery

Monday 8am – 6.30pm

Tuesday 8am – 7.45pm

Wednesday 8am – 7.45pm

Thursday 8am – 7.45pm

Friday 8am – 6.30pm

Alternate Saturdays

8.30 – 11.30am

Locks Road Surgery

Monday 8am – 6.30pm

Tuesday 8am – 1.00pm

Wednesday 8am – 6.30pm

Thursday 8am – 1.00pm

Friday 8am - 6.30pm

USEFUL PHONE

NUMBERS

Whiteley Surgery

01489 881982

Locks Road Surgery

01489 583777

WEBSITE

www.whiteleysurgery.co.uk

or

www.locksroadsurgery.co.uk

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.

