

Wilson Practice News

Autumn 2016



e-Consult your problem: it could save a visit to the surgery



This new facility, available via our website, www.wilsonpractice.co.uk provides patients with advice about specific problems without booking an appointment or visiting the surgery.

The system, which is, of course, available 24 hours a day, has a comprehensive suite of information guides to help patients manage their conditions and offers the option to submit an eConsultation to our GPs.

Every **eConsult summary is reviewed by one of our GPs** (in most cases a patient's usual GP) by the **end of the next working day** after we receive it (*for example if you complete the 'headache' suite of questions at lunchtime on Tuesday, you should receive a phone call from the practice by the end of Wednesday*).

eConsult has been designed and tested by GPs, and has already been in use in parts of London for more than two years.

It is another route to **medical advice and support for non-urgent matters**.

Other practices have found that it enables GPs to handle some patient enquiries more efficiently than they would be able to do face-to-face, creating

eConsult:

www.wilsonpractice.co.uk

for medical advice and
for help deciding what to do next



I want to help myself

Get information and watch videos about back pain.



I want pharmacy advice

Information about over the counter treatments



I want advice from a 111 clinician

Find out how to get advice from a clinician. The service is available 24/7.



I want treatment and advice from my GP

Consult your GP via a simple online form - we get back to you by the end of the next working day

additional time for patients who need a consultation in the surgery. **Please give it a try** when you next need medical advice, have a question about your health or are wondering if you need to see a nurse or GP.



When your child is ill: new website and free App

Wessex Healthier Together is a new **website** and **App** for parents. It provides information from local healthcare professionals about what might be wrong, what to do and where to go for help.

Go to www.healthiertogetherwessex.nhs.uk or download the free app: **Wessex Healthier Together**

E-mail updates

To request this newsletter and other practice news via e-mail, please e-mail: nhccg.wilsonpractice@nhs.uk

Get protected!

Flu, pneumococcal disease, shingles... are all best avoided. **Flu** is an annual vaccination, the other two give lifetime protection. Contact reception to check your eligibility and make an appointment.

If you are **over 40**, and have not had an **NHS Health Check** since 2011, we can offer you a 'health MOT' too!

Update your details

Do we have your correct mobile number and e-mail address? **Please e-mail us** (address in box to left) with your current details or **check with reception**. We send appointment reminders by text and general practice information (not too often!) by e-mail.

FAREWELL TO Dr SWART

After 14 years with the practice, Dr Russell Swart saw his last patient here on Friday 16 September. He is taking the opportunity to broaden his horizons by becoming a 'portfolio GP' – blending work in general practice with a range of other activities using his clinical expertise, particularly in musculo-skeletal conditions. Colleagues and patients will miss him: at a farewell lunch Dr Fellows wished Russell every success in his 'next chapter' and commented on the array of cards he had received. Dr Rickard made a presentation of an engraved glass and vouchers from a well-known wine merchant. Dr Swart observed how quickly the time had passed and how much the NHS had changed in that time. He thanked everyone for their hard work and support over the years and, pictured above, raised a glass to the future.



Self care – better care

- You know your body better than anyone – and whilst you may not be a health professional – there is a lot we can all do to keep ourselves well and to take charge when we feel we might be under the weather. Of course, your GP and our nursing team are here when you need them, but for many conditions, especially seasonal things, rest, time and some 'over the counter' medicine from a pharmacy may be all you need.
- You might be surprised at the following **NHS statistics** showing **how long** some **common illnesses may typically last** – with or without a visit to the GP:

ear infection	4 days;
sore throat	1 week;
common cold	10 days;
sinusitis	2 1/2 weeks;
cough or bronchitis	3 weeks.

YES – you ARE what you eat: choose to live longer and feel better

An inspiring presentation by **Dr Ben Turner**,
diabetes specialist and consultant physician
from Basingstoke & North Hampshire Hospital



Wilson Practice Patient Participation Group



EDNESDAY 9 November
6:45 for 7:00pm



Alton Health Centre – please use back door

Access to a GP or nurse

The practice team works very hard to provide high quality primary care for all our patients. Our biggest challenge is to meet the needs of patients who wish to book ahead as well as those with a need to see a clinician on the day. We have recently added another nurse prescriber to the team, which has helped our Duty Team offer a swifter service to many patients who wish to be seen on the day, but we are aware that, in common with practices throughout the country, at times demand continues to outstrip appointment availability.

We continue to review how we manage our surgeries to offer the best service to all our patients and we hope new innovations such as eConsult and the reminder about self-care for self-limiting conditions (above) will help patients outside of the consulting room.

We are grateful to those patients who **cancel appointments** that they can no longer make, or require: we still lose an average of 40 hours of clinician time a month with booked appointments that people fail to keep.

See your medical records and order repeat medication on-line

If you would like access to your medical records, including blood test results and past consultations, or to request repeat prescriptions on-line, simply e-mail us or ask at reception for a form. You will need to provide photo and address ID.

Men's Weight Loss Group

The Men's Weight Loss and Wellbeing Group meets on Wednesday evenings and aims to assist any **gentleman who would like to shed some pounds**. but who would welcome **practical help and support**. For more information, please phone **Ken Jones on 01420 542784**.

