

Wilson Practice News

February 2013

Dr Tatlock's maternity break

For those who patients who have seen **Dr Tatlock** recently, it will be no surprise that her maternity leave starts in early February. All being well Jo will be back with us in **January 2014**. In the meantime **Dr Kate Chesterman** joins us in March and will cover her patients. Patients at **Marfield House** have already become acquainted with **Dr Avril Rush** from the practice; Dr Chesterman will also make routine visits there.

Other doctor changes

Dr Peckham is reducing to half time (5 sessions), by dropping Monday afternoons. She is continuing to develop her skills in varicose vein scanning and treatment. Meanwhile **Dr Kemp** is taking Friday mornings out of the practice to assist with the Hampshire Hospitals' Dermatology Out-patient clinic. His growing expertise in skin conditions benefits everyone registered with the practice. **Dr Olivia Rix** is joining us to cover these sessions and **Dr Louden's** sabbatical leave later in the year.

Blood tests and ECGs: be prepared to be prepared...

At this time of year we all need to wrap up warmly, but our dedicated Health Care Assistants **Karen, Wendy and Mary** have a few simple tips for you, if you are coming in for a test:

- wearing looser clothing will avoid you having to - disrobe and will speed up the process for you;
- if it is not too cold and you are able to, taking your coat off in the waiting room can be a big help.
- And for the **ladies**: if you are booked in for an ECG and you plan to wear trousers, wearing socks rather than tights underneath can make accessing your ankles more convenient.

To receive this newsletter by e-mail, simply send an e-mail request to hamp-pct.wilsonpractice@nhs.net



Dr Louden and Practice Manager Sharon Cox on 'car park duty'.

Brr... The recent weather created some travel challenges for a day or so, but the front of the Health Centre was cleared very quickly. We were glad not to see many casualties caused by the ice and snow.



Thank you!

We are grateful to the kind 4x4 drivers who volunteered their help to ferry our GPs to their home visits.

Alcohol abuse in children and teenagers

A TALK FOR ALL PARENTS

Wed 13 March 7pm start

Jason Bellman and Matthew Knight

from Hampshire County Council's **COMMUNITY SAFETY TEAM** offer a straight-talking presentation at the Health Centre on signs to look out for and how to help your family avoid problems, with plenty of time to ask questions.



Patient
Participation Group
Wilson Practice

Out of Hours changes x2

The local Out of Hours (OOH) GP service (for patients who cannot wait until the surgery re-opens to see a GP) is now **HantsDoc**. Staffed mainly by local doctors, with the base at Basingstoke Hospital, this offers a more responsive and better equipped service to patients

The number to call is now 111. The **NHS111** service is free to call and has a wide range of local information. In addition to OOH, it can direct callers to other services, if they are more appropriate. As usual, the Out of Hours number is on our website and our answerphone message when the practice is closed.

CATCH THE VACCINE – NOT THE FLU!



There is still time to get vaccinated against seasonal flu. If you would like to have a 'flu jab' – please ring Reception on **01420 84676 (option 2)**; *the phones are less busy in the afternoons.*

Appointment changes

We have been operating a trial of '**guaranteed today**' clinics every morning since mid-January. Early indications are that these clinics can become busy, but they are manageable. We need to give it more time, including a school half term when GP availability and patient demand patterns often change, before we make any judgment.

Concerned about cancer?

Cancer is a diagnosis that no-one wants to hear, but the good news is that, thanks to medical research, more people are living with, and beating cancer than ever before. Your GP can assist, of course, but if you, or someone you know, needs more information, support or advice **Macmillan Cancer Support** operates a very helpful **Support Line** (Mon – Fri 9am – 8pm) and website. Their free literature is clear and readable.

0808 808 0000

www.macmillan.org.uk

Do you smoke?

We are currently updating our records for smoking history, amongst other things. Knowing if you smoke helps our healthcare professionals prescribe and advise appropriately. *Thank you for your help.*



Prescription timescales

We aim to act on your requests as quickly as possible, but we would like to remind patients of our **usual turn-around times**:

- **two working days from us receiving your request** - for a repeat prescription to be signed and ready for collection at the surgery
- **three working days from us receiving your request** - for your signed prescription to be collected by a local chemist and for them to have your medication ready for you to collect

HELP YOURSELF TO HEALTH:
February topic ~ Coping with stroke

Did you miss your appointment? Other patients are suffering

Over the last six months **over 900** patients failed to attend **GP appointments** and more than **800** people missed **nurse appointments**. That's two weeks' worth of bookings every month – slots that we could offer to other patients if only we had known...

All sorts of things can upset your plans: you get better, you cannot arrange transport for that day or you are detained at work... we do understand, but for everyone's sake, **please let us know**.

You can:

- book or cancel 24h a day,
 - by phone (**01420 84676**; option 1) or on-line: **www.wilsonpractice.co.uk**

We can:

- give you a printed reminder slip and
- send you an SMS reminder.

Just ask Reception for details. We are grateful to all our patients who are **Appointment Aware**.

Men's Weight Loss Group has focus

The Wilson Practice Patient Participation Group's innovative Men's Health and Weight Loss Group meets **every Wednesday at 6.30pm** in the Health Centre and has a great line up of interesting topics and speakers in the next few weeks to keep motivation high and the focus on shedding the pounds. These include:

6 Feb	Prostate Problems	Dr Andrew Fellows
13 Feb	Chris' story	– a member's journey...
20 Feb	Problems of losing weight	Discussion
27 Feb	Snacks and Takeaways	Good and bad
6 Mar	Good and Bad Fats	Graham Cook

Everyone is welcome; just come along (to the back door – ring the bell) – or if you'd like to find out more, telephone **01420 84758** or **01420 84061**

Eat well – grow your own!

More people than ever are growing veg – seeing your plants develop is a joy and it is wonderful to taste your own just-picked produce.

You don't need acres to have a go, a single pot or grow bag can create a super crop. To get you started, **Alton Local Food Initiative (ALFI)** organises a 'seedling swap' every May. If you plant some seeds now, peas or beans perhaps, you will have some spares to swap, maybe for a tomato plant, some herbs or lettuce. Or just go along, and for a small donation, you could get some young plants and helpful advice to get you started.

ALTON HIGH STREET Sunday 12 May