

Wilson Practice News

January 2013



When **Dr Peckham** isn't seeing patients in The Wilson Practice, or scanning veins at Basingstoke or Alton Community Hospital, she can often be found sailing, highly competitively, in the waters around the Isle of Wight or further afield. She and her husband Giles have had another very successful year – so once again there are many trophies to polish!

Music to our ears!

Two years ago we conducted a survey, in conjunction with the Wilson Practice Patient Participation Group (WP-PPG), to find out patients' views on information and signage in the waiting room and whether background music would be appreciated. As a result, we now have more **directional signage** at the front of the Health Centre, and we have **local radio** playing softly in both waiting areas.

The 'piped music' was the topic of some debate when it was first introduced last summer, so the PPG conducted a second survey to check if opinions had changed. We are pleased to report that 98% of respondents (across all age groups) are happy with music in the waiting room. We feel that local radio offers easy listening music and information that everyone might find useful.

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

Good wishes for a Healthy New Year to all our patients

January is the time for resolutions. **Giving Up Smoking** or **Losing Weight** are at the top of many people's lists, but how do you go about it, and make new habits stick? There is plenty of help and advice available. The **Quit Smoking team** is just a phone call away (**0845 602 4663**) and you can get a **free Quit Kit** from local pharmacies, including Anstey Road Pharmacy here in the Health Centre. We have useful **DASH eating plan sheets** (available from Reception) and the Patient Participation Group (**01420 84061/84768**) runs a **weight loss group especially for men**, who sometimes confess to finding themselves a bit 'outnumbered' at **Weight Watchers** or **Slimming World** meetings.

We recommend that you discuss any weight loss plans with a GP or nurse if you have more than a few pounds to lose, and we wish you every success in reaching your goals for 2013.

Change to Out of Hours number

At 6.30pm on Tuesday January 22, the number to call if you need to see a GP and you cannot wait until the practice re-opens is changing to **111**.

NHS 111 is free to call and has a wide range of local contact information. It can direct callers to other services, including an ambulance, if that is more appropriate. As usual, the Out of Hours number is on our website and the answer phone 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.*

Cold and throat help



If you have a cold or sore throat it is unlikely that a GP or nurse will be able to do anything to help. These are caused by viruses and generally need to run their course.

You can get advice on how to manage your symptoms and buy over-the-counter medicine such as decongestants or pain-killers from your local pharmacy. Eating well and keeping hydrated is also recommended. For more information on self-care, and for when a trip to the GP might be appropriate, go to www.nhs.uk and search 'coldsandflu'.

Your views count

We welcome patient feedback – knowing what you think helps us to stay focussed. There are a number of ways to make your views count:

- Join the **Patient Participation Group Committee**. This lively group organises health promotion activities and meets regularly with the practice (and other PPGs) to discuss local health initiatives and developments within the practice. Contact Sally Stoodley, chair, on 01420 84758 or wilsonpractice.ppg@gmail.com for more information
- Join the **Patient Reference Group**. This is a 'virtual group' that we invite, by e-mail, letter or phone call, to participate in a small number of surveys each year. We welcome new members all year round. To become part of the group simply e-mail wilsonpractice.prg@gmail.com or contact Rosie Lewis, Business Director on 01420 81989.
- **Contact the practice direct**. If you have a specific query or concern, our **Reception Manager** Jacqui Shillingford, or **Practice Manager** Sharon Cox, will be able to help you. Contact them on the usual practice number or via hamp-pct.wilsonpractice@nhs.net

Appointment changes

We are very aware that our appointment system, especially at busy times, can be difficult and frustrating to use. Over the years we have made various changes to GP surgeries, reception booking arrangements and timings to try and improve things. Sometimes we have had some success; other times any progress has been short-lived.

Following much head-scratching by GPs and managers, and very useful patient workshops led by WP-PPG member Ann Brosnan, we are planning to test out whether having more pre-bookable appointments, plus clinics for patients who feel they need to be seen 'today', may help clarify what options are available, and reduce pressure on the phone lines, especially in the mornings.

As with all trials, it will need time to settle and to see if the new system proves workable; we hope you will bear with us – and of course let us know what you think...

Computers: all change!



Nothing stands still and in the IT world it is easy to get left behind. We have been using the same clinical record system for over 15 years, and we now need to update.

On 30 January, we are changing to a newer system from our current supplier. We have been checking compatibility and learning new processes for some time now, and we are ready – but we need to be prepared for some delays on the day. We have planned surgeries with this in mind, but if your doctor, nurse or receptionist asks you to hold on just a while longer whilst everything is settling in, you'll know the reason why. It will enable us to offer you a better, more efficient service in the long run.

Minor Injuries Unit - open to everyone: 8am to 6.30pm ~ Monday to Friday

Our Treatment Room offers a first-class service to patients who need wound care, ECGs, spirometry, injections and blood tests, but it also offers a **Minor Injury and Casualty Service** for **everyone**. This can be especially useful for young people with a sports injury from school, people working on the industrial estate or in the town, or anyone visiting Alton.



The Unit, staffed by our nurses and Duty Doctor, can help anyone who has incurred an injury within the preceding 48 hours. "We can help people with **strains** and **sprains**, **cuts** and **bruises** or if they have got **something in their eye**, for example," explains Practice Manager, Sharon Cox. "We're the next step beyond first aid at home, for something that needs expert attention, but not in the 'life-threatening or broken bone, Accident and Emergency' category. We aim to see casualties promptly, but it always depends on the seriousness of the conditions of other people waiting to be seen," she continues.

Call Reception if you want to check if our **Minor Injuries Unit** is the appropriate place for your condition.