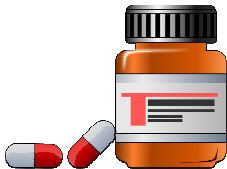


Wilson Practice News

August/September 2019

Pharmacist and 'social prescriber' joining team to help patients



From this autumn we will have a **clinical pharmacist** and a **social prescriber** working with the GPs and nurse prescribers here at the practice, which will be a great help to patients and the team.



"This is part of NHS England's five-year investment in primary care," said managing partner, Dr Andy Fellows. The pharmacist, who is also a qualified prescriber, has a focussed knowledge of medicines, so will be a real asset in helping patients, especially those who are taking many different tablets, get the best from their medicines. She will also have dedicated time to review the details sent to the practice when a patient is discharged from hospital, to make sure that any changes are not in conflict with the rest of their medication and, of course, that the medical record is updated. "At the moment this is done by the patient's GP," Dr Fellows explained. "It is an important part of clinical work in primary care. Having someone dedicated to this, with the specialist knowledge that a pharmacist brings, will save GP time and bring a new clinical dimension. Pilot studies have shown both quality and efficiency improvements which benefit patient care." The 'social prescriber', also known as a care navigator or signposter, has been shown to work elsewhere too. In the Alton area we already share a part time 'Connector', Sonia Winwood, from British Red Cross, who supports patients referred, with their consent, by local GPs and individuals referred from Adult Services and elsewhere. Sonia, and in due course the social prescriber, works with people who are socially isolated, face multiple non-medical challenges or who would like help to access opportunities to be more physically active or engaged with their local community. The new social prescriber will also be employed and supported by the Red Cross team. "These are exciting times for general practice," Dr Fellows continued. "For some years now GPs have highlighted that they have been struggling to provide all that patients, and the NHS, expect of them. These new developments, along with the Physio First Contact trial running here, at last recognise that bringing allied health professionals into the primary care team can make a real difference." **There will be more details about these posts and how they will work in practice as plans develop. Look out on Facebook, our website and in the waiting room.**

Welcome Drs Eckford, He and Fricker

We are delighted that **Doctors Dan Eckford, Annie He and John Fricker** have all joined the team this summer. Dr He is a GP Registrar and will be with us until next summer, Dr Fricker is a Foundation Year doctor here for four months on rotation in general practice as one of his specialties and Dr Eckford has joined the practice as a seven session GP. *Read about Dr Eckford's first impressions of the Wilson Practice and Alton (he has come to us from Wales) in the next newsletter.*

August Bank Holiday

We are closed for just one day on:

Monday ~ 26 August

If you are on **repeat medication**, please remember that not all local pharmacies are open on Bank Holiday Monday and that requests received just before the break will take the practice **an extra day** to process.

FLU JABS: Clinics booking from September

Our flu clinics start booking from 2 September – so keep a look-out on our website, on-line and in the surgery. If vaccine supplies are reliable we anticipate our Saturday clinics being in late September and mid-October, with dedicated Monday and Thursday clinics (including after-school slots) in October and November.

Eligible patients include those over 65, those with long-term conditions such as asthma, COPD, diabetes, heart or kidney disease and people with a suppressed immune system. The NHS also provides free jabs for carers and pregnant mums. When the dates are confirmed we will update our website, notices and screens in our waiting rooms and post the details on Facebook.

Practice Newsletter August / September 2019

THE WILSON PRACTICE, Alton Health Centre. t: 01420 84676 e: news.wilsonpractice@nhs.net www.wilsonpractice.co.uk

Opening hours and access: what you told us



During June, the A31 Group of Practices (The Wilson Practice plus, Chawton Park Surgery, Bentley Village Surgery and Boundaries Surgery in Four Marks) asked patients to share their opinions on opening hours and what additional services might be considered helpful.

We are delighted that we received over 1,000 replies from our 31,000 patients – and that the majority feel that our current opening hours are meeting their needs.

In particular, you told us that:

- ✓ the 'A31' pre-bookable GP and nurse clinics already available to patients each weekday evening until 8pm and on Saturday mornings at one of the four surgeries, which we started in May 2018, are really appreciated and have gone a long way towards making access to general practice easier for people who work full-time or have other commitments during 'core' hours.
- ✓ there was also an interest in early morning (7am – 8am) face-to-face and telephone appointments
- ✓ from the list of possible additional services to include in these surgeries, support for patients with mental health issues was overwhelmingly felt to be the most important

What we have decided to do

- ✓ across the practices, we have added more GP appointments and nurse clinics, including phlebotomy (blood tests) on Tuesday, Thursday and Friday mornings. GPs will also, by prior arrangement, make phone calls to patients on those mornings and also after 6:30pm on weekday evenings
- ✓ we are in discussion with mental health charity, **Mind**, about what additional services we can host within the A31 Group and how these will be accessed

New group for people living with depression, anxiety or related stress



PeerTalk, a national charity, has just launched a brand new support group in Bordon, run by two trained facilitators. Open to all, with no referral necessary, the power of PeerTalk is that people attending, with their own experience of mental health issues, can offer support, feedback and encouragement to others in a similar place, in a non-clinical setting.

The group runs **EVERY TUESDAY: 7:00pm – 8:30pm** at **Forest Community Centre, Pinehill Rd, BORDON GU35 0BS**

People simply come and share in a safe and confidential space where they will be heard, accepted and supported. Experience from the charity's other 10 groups around the country shows that those who come along find it helpful to their wellbeing. Sessions are followed by refreshments.

Find out more at:

07719 562 617

Facebook: @peer_talk

www.peertalk.org.uk

Twitter: @peertalk1

When the bee stings or the bugs bite...



Summertime is the time for being out and about – but unfortunately insects think so too!

Most bites and stings get better quite quickly without treatment and do not become infected or create other problems. Check out the NHS advice below on what to do but **seek emergency help** if you experience a **severe reaction** such as difficulty breathing or swallowing, nausea or vomiting, a swollen face, mouth or throat, dizziness or loss of consciousness.

What to do if you are bitten or stung

- ✓ remove the sting or tick if it's still in the skin (*for a tick, pull gently upwards using tweezers very close to the skin or a proprietary tick removal tool – not a match/lighted cigarette, petroleum jelly or alcohol*)
- ✓ wash the affected area with soap and water
- ✓ apply a cold compress (flannel or cloth cooled with cold water)
- ✓ raise or elevate the affected area; this can reduce swelling
- ✓ avoid scratching the area to reduce the risk of infection
- ✓ 'traditional' home remedies, such as vinegar or bicarbonate of soda are unlikely to help

Pain, swelling and itchiness from bites and stings can last a few days. Ask your pharmacist about over-the-counter treatments that can help alleviate symptoms.

Receiving our newsletter

We publish our newsletter to update patients on practice issues and local health-related services that may be of interest. It is available in Reception and on our website. It is also e-mailed to patients. If you would prefer not to receive it by e-mail, please send an email with UNSUBSCRIBE in the Subject line to news.wilsonpractice@nhs.net

HELP YOURSELF TO HEALTH

July/August: Women v cancer
Breast, cervical and ovarian

