

Wilson Practice News

Winter 2018



Please plan ahead for Christmas



Over the festive season, the practice is **CLOSED** on

**Christmas Day and Boxing Day
and New Year's Day**

**Tuesday/Wednesday ~ 25/26 December
Tuesday 1 Jan**

We are open as usual at all other times

If you require a **repeat prescription, routine blood test** or any other service from us over the festive period, please get your request in, or appointment booked, as soon as you can.

If you need to speak to or see a GP when we are closed, please ring **NHS 111**

The **Improving Access** service has pre-bookable GP and nurse appointments **until 8pm** on weekdays as usual in one of the 'A31 Group' practices on all days we are open (including **Christmas Eve and New Year's Eve**) and on Saturday mornings, and the **NHUC Service** supporting practices locally will have **routine GP appointments at Basingstoke Hospital** (bookable via the practice when it is open) on the Bank Holiday days as well as Sunday mornings as usual.

eConsult (see overleaf and the home page of our website: www.wilsonpractice.co.uk) enables patients to submit an query concerning symptoms to the practice for the attention of a GP, and holds information and advice on over 100 different medical conditions which may help. *Any eConsult questionnaires submitted on a day when we are closed will be reviewed and actioned by our GPs by the end of the day after we re-open.*

Coughs and chest infections – THE FACTS

These conditions are often **viral** and do not respond to antibiotics. In healthy adults they generally clear up without treatment in three to four weeks. Symptom relief will help you feel better - pharmacies are able to advise.

See our **Fact Sheet** for more information

It is available from Reception and from our website: www.wilsonpractice.co.uk under Further Information (right hand menu on Home page)

There is also a lot of really helpful self-care advice at www.nhs.uk

Flu and shingles jabs

FLU...If you have not yet had an annual **flu jab**, please contact reception to check your eligibility and make an appointment.

SHINGLES...The **shingles vaccination** is a 'lifetime protection' jab which is currently being 'rolled out' by the NHS in age bands. You're eligible for this if you're aged **70** or **78** years old. You can have the vaccination at any time of year, as soon as you turn 70 or 78.

The shingles vaccination is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.

1-2-1 YOUTH COUNSELLING DON'T SHOUT, TALK IT OUT

121 offers **free weekly counselling sessions** for young people aged 11-25

If you have issues that you want to sort out and want someone to talk to – this could be for you.

You see the same counsellor each week, with 50 minutes all to yourself to talk about anything that is troubling you, in a confidential and friendly environment.

The sessions run in **Odiham** in the late afternoon and into the evening. For more details, including a referral form (*you can apply yourself or ask your parents, school or GP to refer you*) see:

<https://www.hartvolaction.org.uk/services-for-residents/youth-counselling/>

Don't be put off by the information that says this is just for young people living in the Hart area; it is open to all young people registered with the practice.

To receive this newsletter and other practice updates by e-mail, simply send an e-mail request to news.wilsonpractice@nhs.net

eConsult:

for self-care information and prompt access to GP advice



Available 24/7 via www.wilsonpractice.co.uk, e-Consult is your route to a swift GP response to medical queries and admin (Fit Notes, for example) without booking an appointment or visiting the surgery.

The system offers lots of NHS-approved guidance to help patients manage their conditions and 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 suite of questions for your condition at lunchtime on Tuesday, you should receive a response from the practice advising you what to do by the end of Wednesday).

"We have been using eConsult for more than two years now," said managing partner Dr Andy Fellows, "and it works really well. It is secure and has been designed by GPs with patients in mind. It enables the practice team to deal with many routine matters more quickly than in a 10 minute appointment – which saves face-to-face clinical time for people who really need it. Everyone at the practice urges patients to give it a try."

HELP YOURSELF TO HEALTH



This display of health-related information is organised by The Wilson Practice Patient Participation Group. The topic changes every couple of months and is currently focussing on

MENTAL HEALTH

Tracey's brave shave raises over £1000 for Macmillan

Receptionist Tracey Carlier has never been one to shy away from a challenge – but this autumn, quietly, and without fuss, she announced she was planning to raise £500 for Macmillan Cancer Care – by succumbing to the barber's clippers. Tracey – shown here with three weeks' new growth – smashed her fundraising target and is revelling in her new look.



"It has been decades since I've had my hair short," she says, "and everyone knows someone who has been touched by cancer, so Macmillan's challenge was perfect. I'm so grateful for all the support, and the woolly hats, from family, friends and patients here at the practice. Doubling my fundraising target is amazing!"

On-line access puts you in control

Our secure on-line services are open 24/7 and enable you to cut through the telephone queue to **make** or **cancel an appointment**, **request repeat medication** without coming into the surgery or **view your medical record**, to **check test results** perhaps, or remind yourself of what was discussed in a consultation.

All you have to do is complete an application form (available from Reception and on our website (*address on front page*)) and send it back to us. If you are applying for access to your medical record we will also need to see two forms of ID – something with your photograph on (passport or driving licence, for example) and a separate document with proof of your address (eg bank statement or utility bill).

If you come into the surgery you will see a number of our receptionists wearing sashes. They have been specially trained to explain our on-line services and get you started. **Just ask the sash!**

These services are only available to patients over the age of 16; parents and guardians cannot request access on behalf of children in their care.

Repeat medication: a guide

If you are on repeat medication the practice still needs to receive a request for a fresh prescription every time, otherwise you risk running out!

You can request repeat medications by:

- ❖ registering for on-line access (*see above*), so you can submit your repeat requests at your convenience. Prescriptions can be sent electronically to the pharmacy of your choice or held in Reception for you to collect;
- ❖ asking your pharmacy if it can manage your repeat medicines on your behalf and if so how they do this. They generally ask you to confirm which medication/s you require in the fortnight before you run out, so they have time to submit your request to the practice;
- ❖ completing the 'right hand side' of your existing paper prescription, ticking only the items that you require, and return it to the practice, or fill in a prescription request slip and hand it in to Reception.

Please note: we cannot generally issue new prescriptions more than two weeks ahead of when the previous one runs out. If holidays or other plans mean you need to make an early request, please state this on your request.

Synchronising: if you are on a number of medications that all run out at different times, it might be helpful to try and synchronise your prescriptions. Ask your pharmacy for help or contact the practice.

Turnaround time: we aim to process all repeat requests in two working days. You have to allow extra time for your pharmacy to dispense your medication. This may vary depending on the pharmacy.

Questions? If you have any questions, or to check or change the destination of your repeat prescription, simply add a comment on the medication page if you have on-line access, e-mail us at: wilsonpractice.prescriptionadmin@nhs.net or contact us between 10am and 1pm Monday – Friday on 01420 84676 and press '4'.