

Newsletter

Spring 2022



THE WILSON PRACTICE

How to access help?

Despite the ongoing significant pressures faced by general practice and the whole of the NHS, we continue to work really hard at the Practice to provide you with the care you deserve. To allow us to do this quickly and efficiently we run a total triage system.

We encourage all our patients to complete an **e-Consult** via the NHS app or our website. If you are unable you can still phone the Practice. The e-consult system allows us to promptly assess and manage patient problems, with us usually responding in a very short space of time. Importantly it means patients avoid waiting on the telephone to speak to someone.

If able, we strongly encourage you to download the NHS app.

Not only can you access e-Consult, but also allows you to book blood tests, order your repeat prescriptions and access your health records. For more information of what it can offer and how to use, please visit [NHS App - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Our phone system has recently been updated and we hope that you have noticed a positive change. It is unavoidable that at certain busy times you will have to wait to get through, but hopefully not as long as before.



Bentley Village Surgery Closure.

As a many of you will be aware, Bentley Village Surgery has sadly closed and as a result, we have welcomed 1552 new patients to our surgery. This may worry some of you about how the service will manage with the increased number of patients. We want to reassure you that we have planned thoroughly for this situation, and have been fortunate to recruit a number of members to the team.

Dr Charlotte Robinson, who was previously one of our much liked registrar doctors, will be returning and working three days per week. We are also welcoming Clare Flesher, an experienced advanced nurse practitioner, who is relocating from Wales who will be working with us to look after our nursing home patients and day to day acute care. We have also recruited Liv Spice, a Healthcare Assistant who has worked locally before. Finally, Julie Gilbert and Lucy Powell will be joining us in the administration team and Charlotte LeBesque in the Reception Team.

Farewells.

Sadly, we also have some goodbyes to say: we are going to be saying goodbye to Fred Nixon. Patients won't be familiar with Fred, but he has been our handyman and coffee/tea maker for 18 years. He will be sadly missed by all of the team and we wish him all the best in his retirement.

Our two excellent foundation doctors which have been here since December, Dr Alanna White and Dr Florence Smith will be sadly leaving us to continue their hospital training, we wish them luck in the rest of the careers.

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Hayfever

We are coming to that time of year when many people struggle with the irritating symptoms of hayfever: sneezing, runny nose, watery and itchy eyes. We encourage patients to self manage hayfever with over the counter treatments. For nasal symptoms a nasal steroid spray (Beconase) twice a day can settle things down, eye drops are available for watery and itchy eyes and oral antihistamines (cetirizine or loratadine) can be taken to calm things down. We will manage these requests referring you to our Community Pharmacy Referral service.

Further information can be found on:

[Hay fever - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Mental Health Support

iTalk offers support and treatment for mental health problems including low mood, anxiety, OCD, PTSD and phobias.

They offer online therapy treatment, group sessions and 1:1 Support.

You are able to self refer to iTalk via their website or telephoning 023 8038 3920.



Direct Access Physiotherapy

We are very fortunate to have a great team of physiotherapists working at the Wilson Practice who provide face to face patient assessment for common musculoskeletal problems. If you are struggling with joint or back pain, after contacting the surgery (ideally by e-Consult) you will often be signposted to the practice physiotherapist as your first point of contact.

Do you have an urgent eye problem?

The best place to seek urgent advice about eye problems such as a red eye, sudden blurred vision, eye pain, dry or watery eyes is the Acute Eye Service ran by our local opticians and hospital ophthalmologists. Please note the optometrists can see, treat and refer you to the hospital if required.

Please contact them directly under the Acute Eye Service Scheme on

0300 303 4922

Open 9am-5pm Monday to Saturday.

