



The Alresford Surgery

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ALRESFORD

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Newsletter - July 2018

Weight Watchers - What a success!

The Practice team at Alresford Surgery focus on disease prevention & health promotion. We use a positive approach when discussing diet & weight loss with our patients. One of our Practice Nurses, who was studying for a diploma course in Diabetes, came up with the idea of starting a Weight Watchers group at the Surgery. This group runs on Tuesday lunchtime in the Surgery waiting room. With the help & support of the practice team & the expertise from the Weight Watchers Leader, Mary Blanchard, it has proved to be an enormous success.

Member likes the accessible & familiar surroundings of the Surgery, older members prefer to come during the day & enjoy the social interaction that the meetings bring.

After 11 weeks of the group running we saw a total weight loss of 34 stone, more importantly members are reporting real health benefits, reduced breathless, ability to walk longer distances and be more active.

Starting the group at the Surgery was to be a 12 week trial but it has proved to be so successful it is now a permanent fixture with more patients being referred each week.

Travel abroad

If you are travelling abroad and think you may need advice and vaccinations from us you must complete a questionnaire (available from reception or from our website) and make an appointment with a nurse. We have become aware that patients are often leaving it too late to seek this help, some vaccinations need a course spread over a few weeks so please make apply in good time - up to 2 months before departure.

You can find more information on: <http://www.alresfordsurgery.co.uk/clinics-and-services.aspx?t=4>

Alresford Voluntary Care Group

The Alresford Voluntary Care Group (AVCG) was set up some 45 years ago to help local people get to their hospital, GP and other medical appointments, in particular for those who are elderly, infirm or just not able to drive. The group provides a valuable service to the local community currently carrying out almost 1,000 journeys each year over half of which are to Alresford Surgery, with most of the remainder to the hospitals in Winchester, Southampton and Basingstoke. Most appointments are scheduled between 9am and 5pm Monday to Friday.

Volunteer drivers use their own cars, transporting people from their homes to their appointments, and where necessary, helping them to the appropriate department at the hospital or surgery. Drivers receive a hospital parking permit and a payment to cover their fuel costs, plus, of course, the

satisfaction of knowing that they are providing a valuable community service and helping people less

able than themselves. The 'clients' themselves make a donation towards the cost of fuel.

The AVCG operates a 'pool' of drivers that can be asked to provide transport by one of the telephone co-ordinators; these are the volunteers that customers speak to when they need to arrange transport to the surgery or hospital. With the gradual reduction in home visits by GPs, and the cutting back of hospital transport services, the number of requested journeys continues to grow steadily, by 17% last year. As a result, the AVCG would like to recruit new drivers, so if you have a couple of hours to spare each month, and would like to help your local community, please contact 01962 736016 or 734408, or email david@casapequena.net to find out more about this worthwhile voluntary work.

Staff Changes

During July we will be sad to say goodbye to two of our GPs. Dr. Alex Rose and Dr. Jane Duggan are both leaving us to take up opportunities at other practices. Dr. Rose has been with us off and on since he was a GP trainee and we are very proud of the caring and knowledgeable GP he has become. Dr. Jane Duggan has been with us for six years and is popular with patients and staff alike. We wish both Dr. Duggan and Dr. Rose every success in their future careers.

GP Access Hub - New Physiotherapy service

You can now be seen by a Physiotherapist at one of the GP Access Hubs without a referral from your GP & these are available every day of the week.

You just need to phone our Receptionist team for them to book the appointment directly with the Hub.

Tick bites- How to spot and remove ticks

Tick bites aren't always painful. You may not notice a tick unless you see it on your skin.

Regularly check your skin and your children's or pets' skin after being outdoors.

To remove a tick safely:

- Use fine-tipped tweezers or a tick-removal tool - you can buy these from some pharmacies, vets and pet shops.
- Grasp the tick as close to the skin as possible.
- Slowly pull upwards, taking care not to squeeze or crush the tick. Dispose of it when you've removed it.
- Clean the bite with antiseptic or soap and water.
- The risk of getting ill is low. You don't need to do anything else unless you become unwell.

For further information use the following link: <https://www.nhs.uk/conditions/lyme-disease/#how-to-avoid-tick-bites>



NEW: Patient Access Support

Following the release of version 2 of Patient Access on 30th May, we have seen an increase in calls relating to patients being unable to sign in. There has also been an increase in calls relating to using a shared email address, available services and repeat medication.

You may not be aware, but to coincide with the release a new Patient Access support centre was created, and we have a new Patient Access support team to deal with patient queries.

Training:

There is now a specific support centre for patients which contain all the training guidance, videos, hints, tips and release notes which can be accessed here. The site can also be accessed directly from Patient Access.

Raise an issue:

There is also now a specific support team to investigate any issues, errors, problems a patient has when using or trying to use Patient Access, rather than contacting the Surgery.

An issue can be raised using an online form which can be accessed by selecting **Contact support** on any page of the Patient Access support centre.

The patient does *not* need to make a phone call. The patient will be re-contacted once the issue has been investigated.

Any patient encountering such issues is encouraged to raise this themselves with Patient Access support.

The Patient Access support team have the tools and levels of access required to diagnose and fix these issues. By dealing directly with the patient, support can obtain all the necessary information and specifically resolve issues that you can't at the practice, e.g. email address linked to a closed account.

Use the link below; <https://support.patientaccess.com/registration/i-need-more-help>