



The Alresford Surgery

Station Road

ALRESFORD

Hampshire

SO24 9JL

Telephone: 01962 732345

Website: [www.alresfordsurgery.co.uk](http://www.alresfordsurgery.co.uk)

## Newsletter - June 2024

### **You Said - We Listened..... Telephones**

We know there hasn't been a lot of love for our telephone system - lots of you have told us that the queue facility wasn't good enough and that you frequently got cut off after waiting for over 20 minutes. Looking for a solution to these problems we have been in negotiations with our current telecoms supplier for the last two years. We are now pleased to report that we have negotiated an early release from our contract and commissioned a new system from a new supplier.

Our new telephone system went live on Friday 17<sup>th</sup> May and we have been working hard behind the scenes to get everything set up.

From a caller's point of view you may notice several changes. Firstly, you will be told where you are in the queue and if the queue reaches a certain size, or you have been waiting for a while, you will be offered the choice of receiving a call back. This is an automated process which holds your place in the queue and calls you back when you reach the front. From our point of view we will have easy and ready access to data on how busy the phones are and the number of calls waiting.

All incoming and outgoing calls will be automatically recorded and used for training purposes.

Alongside this investment in technology, we are increasing the size of the team handling the calls and we hope both these factors will improve the experience for our patients in their first contact with the surgery.







### **Be tick aware!**

Watch out there are ticks about! It's the perfect conditions for these mini beasts.

Here's a helpful reminder of some simple 'tick tips' if you're out walking.

These tiny insects, which can transmit bacteria such as Lyme disease, can be found throughout the year but are most active between spring and autumn. They are typically found in woodland, grassland, moorland or heathland but are also found in urban parks and gardens. When out walking, remember to keep to footpaths, avoiding long grass

'Tick tips' for walkers include:

-  Wear appropriate clothing (a long-sleeve shirt and trousers tucked into your socks);
-  Use an insect repellent;
-  Wear light coloured fabrics that may help you spot a tick on your clothes;
-  Inspect your skin for ticks, particularly at the end of the day, including your head, neck and skin folds (armpits, groin and waistband)
-  Check your children's head and neck areas, including their scalp (skin on top of their head)
-  Check that pets do not bring ticks into your home in their fur.

If you do get bitten by a tick, removing it quickly and correctly can help to reduce any potential risk. The only safe way to remove a tick is to use a pair of fine-tipped tweezers, or an easy-to-use device which can be purchased from pharmacies or vets.

Then:

- ✔ Grasp the tick as close to the skin as possible. Pull upwards slowly and firmly, as mouthparts left in the skin can cause a local infection
- ✔ Once removed, apply antiseptic to the bite area and keep an eye on it for several weeks for any changes
- ✔ Contact your GP if you begin to feel unwell or develop a circular red skin rash, often described as a bull's-eye rash, and remember to tell them that you were bitten by a tick.

See NHS Choices for more information on signs, symptoms and treatments for Lyme disease.

<https://www.nhs.uk/conditions/lyme-disease/>

### **Have you had your NHS Health Check?**

The NHS Health Check is a check-up for adults in England aged 40 to 74. It can help spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.

An NHS Health Check is repeated every 5 years between the ages of 40 to 74 years, but the checks were paused during the pandemic.

If you think you should have been offered an NHS Health check & haven't, then please do get in contact with us to book in for one.

### **Carers Week - 5th June - 11th June**

Do you look after a friend or relative?

- getting their shopping
- doing their paperwork
- providing emotional support
- going to appointments with them
- picking up their prescriptions

Please join the practice in the national campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise contribution they make to families and communities throughout the UK.

You can find a wealth of useful information on being a carer on our website; [Carers • Alresford Surgery Practice](#)

### **Patient Newsletters**

Would you like to receive a copy of our patient newsletter direct to your inbox? If so, you can sign up to receive it via our website, alternatively you can view current & past issues under the 'News' section of our website.