



WILLOW GREEN SURGERY



Volume 14 Issue 20

NEWSLETTER

September 2011

PATIENT LINK

FORTHCOMING EVENTS:

Autumn Fayre Saturday 29th October 2011, 10 a.m. -12, at East Preston Village Hall. The next health talk is by Sacha Babbage-Clark Are you Sitting Comfortably? A talk about posture by a trained Osteopath, on Wednesday 12th October 2011, 7.30pm at Willow Green Surgery.



Patient Link now offer a range of second hand books in the waiting room. A generous donation is requested! If you have current books in good condition that you could donate please hand them in at Reception.

Patient Link urgently requires Drivers and Driving Co-ordinators.

To apply telephone 01903 788142 leaving your name and telephone number.

Flu



Once again the flu immunisation season is with us. As in previous years we will not be accepting telephone bookings for appointments. Please come into the surgery to pick up a booking slip. These slips are available now. The flu dates so far are Saturday 8th October from 8.30am Saturday 15th October from 8.30 am Further dates to be advised. We advise any patient over the age of 65 or who is in an 'at risk' group to have a flu immunisation. These include pregnant ladies, diabetic patients, patients with chronic heart disease, liver or renal disease, chronic respiratory disease including asthma and impaired immunity. Also if you are living in a residential care home or are the main carer for an elderly or disabled person.

If you are too ill to leave your house please let the receptionist know and they will arrange for a nurse to visit. Please note that the reception desk will be closed on the mornings of flu clinics and all the prescriptions locked away. We are therefore unable to give out any prescriptions on the morning, please place any prescription requests in the prescription box on the left hand side as you enter the surgery.

ON LINE APPOINTMENTS AND PRESCRIPTIONS

To book appointments and request prescriptions on-line ask for a user name and password from Reception. Find out more about the services we offer. Visit our website

www.willowgreensurgery.co.uk

The new on-line prescription service is more secure than our previous one but sadly it does not have a drop down menu for choice of chemist. Please put your choice of chemist in the 'Medication Request Notes' at the bottom of your list of medication.

PROTECT

The surgery will be closed from 12.30pm on the following Tuesdays for Protect Training Sessions.

- 13th October 2011
- 23rd November 2011

We take the opportunity to close for protected time for GPs and staff to learn new skills and update their knowledge.

OUT OF SURGERY HOURS

If you become ill outside of surgery hours and need advice you can contact NHS direct on 0845 4647 24 hours a day. If you feel you need to see a doctor out of the surgeries hours you can contact the out of hours service on 0300 130 1313. If you are fit enough to travel you will be offered an appointment at a local clinic to see a GP. Alternatively if you are too ill to leave the house a Doctor will visit you. Generally, you should visit A&E or call 999 for life-threatening emergencies, such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped

DR JAMES RELF

It is with regret that we have to advise you that Dr Relf will be leaving us at the end of his contract in November. We thank him for all his hard work while he has been with us at Willow

Green Surgery. A new doctor will join us in due course.

LIZ IS OFF TO PERU!

For the past three years Practice Nurse Liz has raised money for St. Barnabas by walking a half marathon at midnight, in Worthing. She thanks all who have sponsored her in the past. Next year she will be tackling a more exciting walkin Peru!! She will be walking the Inca Trail to Machu Picchu. It will be a very much more challenging walk and definitely more scenic! Anyone who would like to sponsor her can put their contribution in an envelope with their details and leave at Reception for her to collect. All proceeds will go to St. Barnabas.

ADVICE TO COPD SUFFERERS

As Autumn commences it is time for COPD sufferers to take an active role in managing their health. Ensure that you have adequate supplies of medication, including a standby course of antibiotics and oral corticosteroids, if appropriate. It is important to report any symptoms that increase in severity. Remember to keep your house warm, particularly the bedroom. Wrap up warm when you go outside wear warm layers, hats, scarves and cover your nose and mouth with a scarf. Try and keep physically active but also have times when you relax. Eat well, drink well and sleep well. Remember to have your seasonal flu injections and pneumonia vaccination if you have not already had it. Try and watch the weather forecast

and avoid going out in the really cold, damp, windy weather.

BLOWING OUR OWN TRUMPET - PATIENT SURVEY

The results for the 2010/11 GP Patient Survey have now been published and some of the headline results for Willow Green are: 83% of patients are able to see doctor on the same day or next 2 working days, National average in 79%, 78% of patients get to see their preferred doctor, National average is 69%, 95% of patients are satisfied with overall care received at the surgery, national average is 90%. For full details visit our [website](http://www.willowgreensurgery.co.uk) www.willowgreensurgery.co.uk If you have any constructive comments on how we can improve our services please write them in the Waiting Room Comment Book or ask to speak to Nancy or Sandy, Co-Practice Managers.

TEXTS AND E-MAILS

Willow Green Surgery is starting to contact patients by text and e-mail. We will use texts for reminders, normal test results and updating information. E-mail will be used for newsletters. If you wish to be contacted by text or e-mail please either call into the Surgery or download the consent form from our website –

www.willowgreensurgery.co.uk

Complete the form and return it to the surgery.