



WILLOW GREEN SURGERY



Volume 10 Issue 2

NEWSLETTER

SUMMER 2006

SURGERY WEBSITE

At last our new surgery website is up and running. Visit the site at www.willowgreensurgery.co.uk You can email your requests for repeat prescriptions using a link from the website. There is also the facility to email any changes to your name or address.

WILLOW GREEN QUIZ NIGHT

We recently organised a Quiz Night to raise money for our Medical Student, Tom Rider. Tom is travelling to Trinidad as part of his training and we were pleased to sponsor him by holding a quiz. £609 was raised and Tom was extremely pleased with our efforts.

EAST PRESTON FESTIVAL

During Festival Week two teams from Willow Green took part in the Festival Quiz. One team came third and

won £20 and the other team was not far behind. Patient Link also had a stall at the Festival Market.

THE CARNIVAL

Once again, Patient Link, together with the Staff at the Surgery, entered a float in the East Preston Carnival. Our theme this year was Mr East Preston aka Mr Doug Medhurst. Doug is retiring as Chairman of the Festival Committee this year and we wanted to acknowledge all he does for East Preston, especially in connection with the Village Festival. We were delighted to win 1st Prize, the Chairman's Cup plus £75 and our collectors had £82.76 in their buckets. Our thanks go to Lindsay Sherwood and her Team, who organised the float. Special thanks to James, our driver, and Tulletts for the loan of the vehicle.

PATIENT LINK

The Spring Fayre, held in April, raised about £700. Many thanks to all those who

helped make the morning a success.

The annual Garden Party will take place on Saturday 15th July at 2pm in the garden of The Millstone, Sea Lane Close, East Preston by kind permission of Mr and Mrs Vosper. Come and enjoy a cream tea in delightful surroundings. Items are required for the various stalls including Tombola, Bric-a-Brac, Jewellery and Raffle. Please leave in the Patient Link Office.



CALLING ALL CARERS

Did you know you can book a Carers Health Check with our Practice Nurse? The health of many carers can suffer as a result of the physical and mental strains of caring. Carers often don't have the time or the money to take care of their own health. Health checks

for carers and an assessment of their own health needs can be booked at reception.

REMINDERS

► Any patient who works or goes to school or college may book an early morning appointment. These appointments are available on Wednesdays and Thursdays and can be booked a week in advance.

► It would be helpful if patients print their full name and address on any hand written request for prescriptions.

► Bypass the queue – use the touch screen to book in for your appointment and use the prescription box in the entrance hall to leave your prescription request. Or better still request on line!

STAFF CHANGES

We welcome Michelle Winslow to our Admin Team. Michelle will be working on Reception and also upstairs in the office.

CHOOSE & BOOK

As reported in our last newsletter, Choose & Book is being introduced across the country as a method of booking hospital appointments. If it is necessary to refer you to the hospital you will be given instructions as to how to make your

appointment at a time to suit you, rather than sending you an appointment at a time that may not be convenient. You will also have the choice of where you would like to be treated. At the moment Dr Wright, Dr Roberts and Dr Farrer-Brown are using this method of referral and our other GPs will be changing to this system shortly.

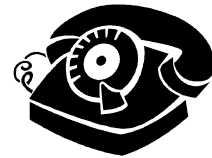
NURSE TRIAGE

We introduced Nurse Triage to offer patients more choice and to relieve the pressure on doctors appointments. Liz, one of our Practice Nurses has attended Brighton University to obtain qualifications which enable her to see and treat many minor illnesses and ailments. She is also able to issue prescriptions for some conditions. Liz works very closely with, and is supported by, all of our doctors.

Some conditions Liz can deal with, both for telephone advice and in consultation, include -

- *coughs/colds/flu
- *sore throat/chest
- *infections/ear ache
- *sinusitis/hay fever
- *mouth infection*s
- *minor eye conditions
- *diarrhoea/vomiting
- *eczema/impetigo/scabies
- *bites/stings/rashes
- *vaginal discharge
- *emergency contraception
- *cystitis/urine infections

Please use this service if appropriate.



TELEPHONE TRIAGE

As demand for appointments on a Monday morning is high, some of our doctors are now providing telephone consultations. Staff will ask you for your telephone number and, if you are willing to give it, a reason for your request. The doctor will then call back within 2 hours (often sooner) and either deal with your request over the telephone or make an appointment for you to be seen. More and more patients are finding that they do not need to see a doctor and are happy with a telephone consultation.

FLU CLINICS

You may have read in the national newspapers that there may be a delay in the production of flu vaccines this year. We will endeavour to do all we can to obtain supplies of the vaccine in time for our clinics in October. If there is a delay we will put notices in the surgery and on our web site.

**Why can't you get aspirin in the jungle?
Because the parrots-eat-'em-all**