



WILLOW GREEN SURGERY



Happy Christmas and a healthy New Year to all our patients.

Volume 14 Issue 17

NEWSLETTER

December 2010

PATIENT LINK

Patient Link hosted a wonderful 20th Anniversary celebration at the Village Hall on Saturday 20th November. The surgery would like to congratulate Patient Link on their 20 years of running a highly effective driving service, programme of health talks and fund raising events. Watch this space for forthcoming events in the New Year.



URGENT

Patient Link urgently requires Volunteer Car Drivers for approximately 2 hours a week, current driving licence required and Volunteer Office Coordinators, to apply telephone on 01903 788142 leaving your name and telephone number.

Please leave any donations at Reception
Charity number 1127311

TELEPHONE TRIAGE

Over the last few years general practice has undergone many changes as has society as a whole. At the core of this is a revolution in different routes of communication. Few practices are without computers and as a result I believe the level of care offered has improved beyond measure. Many of you may disagree! Within the practice we have tried to make access to GPs as easy as possible but because of the increasing number of requests to see a GP this cannot always be done face to face. There are now an increasing number of consultations carried out over the phone and even by e-mail. We also believe in the role of triaging requests for consultations so that the most appropriate clinician sees the patient for their particular problem. In some practices this 'triage' is done by receptionists or nurses but we believe that it is most effective when done by the most experienced clinicians – i.e. the GPs. As a result any request for a same day

consultation will lead to a phone call from the duty GP (two are on duty on Mondays). There will then be a variety of responses including advice, same day appointments with the practice nurse or a GP (often at a more convenient time for the patient), appointments with a GP at a later date or referral to other members of the primary care team such as district nurses. In such a way we hope to offer easier access to GPs while still providing the opportunity to book appointments in advance for patients who prefer this. Of course you cannot please all the people all the time but we felt a further explanation, such as this, of our system might help you to understand how we are trying to adapt our service to help you. Any comments to the Partners through the Waiting Room Comment Book or the Practice Managers would be welcome.

By Dr Stewart Wright, Senior Partner.



URINE SPECIMENS

Urine specimen bottles are now available to buy at Reception at a cost of 10p.

FLU CLINICS

This year's flu campaign is well underway but it is not too late for people to get their free jabs. We advise any patient over the age of 65 or who is in an 'at risk' group to have a flu immunisation. These include diabetic patients, patients with chronic heart disease, liver or renal disease, chronic respiratory disease including asthma and impaired immunity. Also if you are pregnant, living in a residential care home or are the main carer for an elderly or disabled person. If you wish to have an immunisation then please contact the surgery.

FEELING UNWELL? REMEMBER TO CHOOSE WELL.

Winter is a very busy time for the NHS so we are encouraging everyone to 'choose well' so that you can get the best treatment as quickly as possible. You can treat common ailments like colds and small cuts at home, so it's a good idea to keep some everyday medicines and first aid materials handy. Your local pharmacist can offer a range of help and advice over the counter. You can also call NHS Direct helpline on 0845 4647 or visit www.nhsdirect.nhs.uk for expert, confidential health advice and information, 24 hours a day. For general medical advice and

treatment, prescriptions, vaccinations, and tests your GP is the right choice. If you have an urgent health problem when your surgery is closed you can contact the Out of Hours service on 0300 130 1313. On weekdays between 9.30 and 4.30pm there is a minor injuries service at Zachery Merton Hospital. They can help with injuries like cuts, sprains, simple dressings, minor burns and scalds. Accident and Emergency departments at Worthing and St Richards should only be used for critical or life threatening situations.



PROTECT

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

✚ 25/01/2011

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

FOND FAREWELL

In October and November we sadly wave goodbye to Patricia, one of our part time Receptionists, who is retiring and to Dr Lisa Amin who is moving abroad. Dr Amin writes 'Having been part of the Willow Green family for almost five years, it

was a difficult decision to make when an opportunity arose for a new challenge abroad. However, my family and I have decided to take up this opportunity and it is with great sadness that I shall be leaving the surgery in December. I have enjoyed my time at the surgery tremendously, both working with fantastic partners and staff, as well as getting to know yourselves and your families. I feel it has been an absolute privilege to have been able to serve the East Preston community and would like to wish everyone well. Although it will be a big change, I feel confident that I am leaving you in the very best hands of the Willow Green Team.

The staff at Willow Green wish them both well for the future.



CHRISTMAS OPENING TIMES

Christmas Eve - Open till 5.30pm.
Christmas Day & Boxing Day - Closed. Bank Holiday Monday 27/12/10 & Bank Holiday Tuesday 28/12/10 - Closed.
New Year's Eve - Normal
New Year's Day - Closed
Bank Holiday Monday 03/01/11 - Closed

To order your repeat prescriptions and find out more about the services we offer. Visit our website

www.willowgreensurgery.co.uk