



THE SWAN SURGERY
Caring for you, by knowing you.

SWAN TRUMPETS



SPRING 2016



PPG Event

We will be holding a free event organised by our Patient Participation Group (PPG) on 19th March regarding Heart Health. If you would like to learn about CPR, get your BP tested and listen to talks regarding heart health then please contact Reception to book your free place now. The Event runs from 9am to 11am.



Nurse Led Rapid Access

We are pleased to announce that we have recently employed two new, emergency trained nurses with specialist skills who will be implementing a nurse-led Rapid Access service. Nurse Kat Graham and Nurse Juliette Devine will have this service up and running from 11th March 2016 where patients who make contact with the surgery in the usual way, will be triaged into the appropriate slot to be seen by either GP or Nurse. The aim of this service is to allow GP's to be able to spend more time with patients with more complex issues and conditions and the nurses to see and treat patients according to need. We of course realise that this will be a change for our patients but welcome this as positive in that patients will be able to receive the appropriate level of care and time according to their condition.

Making wishes come true

Whilst watching Children in Need last year I was moved by the good work of the "Make a Wish Foundation" charity. Unfortunately children can become terminally ill and this very worthwhile charity can make a child's wish come true. I felt I wanted to do something worthwhile to help this charity.

After discussing with Alison Prince-Duffy, a friend and colleague, who is greatly involved with the "Tom Prince" charity (Tom was a young lad of 15 who died the day before his 16th birthday from bone cancer), we decided on two charities "Tom Prince Cancer Trust" and "Make a Wish Foundation".

The plan is to hold an event every month for one year starting from 1st March 2016. I mentioned to colleagues at work my ideas and they have very kindly entered into the spirit of it all and are supporting me. Some have agreed to run "The Great South Run" with me in October. Also a sponsored swim in April. So far I have the first 3 months events planned with lots of ideas for the following 9 months. I will keep you informed of our progress.

March— Easter raffle and raffle at PPG Event

April—Sponsored Swim

May—Cake stall in Rams Walk

Fiona Scott Practice Nurse



Swan Surgery Website

Our new website is now up and running. Please go to www.swansurgery.co.uk and take a look. You will find you have access to all aspects of the surgery and there are plenty of useful links and information for patients. It is still in the early stages so please bear with us while we add more details in the coming months.

<http://>

Dr Andrew Holden

Dr Holden has now recovered well from his hip operation and is back at the surgery. He even managed a turn on the dance floor recently at our staff event at Old Thorns for Abba Gold Tribute night.



Medicine Waste

Using your medicines wisely:

It is estimated that nationally £300m of medicines go unused or are wasted.

Help us to reduce this amount by doing the following:-

- When re-ordering repeat medicines check what is in your medicine cupboard and only order what you are running out of. Don't stock pile medicines!
- If you are having problems with your medicines discuss it with your pharmacist who can look at ways to help you.



HCA's Uncut — Jackie Predeth

I have only been working at the Swan since September but have already met many of the patients and so thought I would introduce myself.

Growing up in Portsmouth, some of my big summer trips as a child were spent coming up to Petersfield Lake for picnics and hiring a rowing boat - not very successfully most of the time! After leaving school and spending some time working in a bank and then at the unemployment benefit office, I settled on nursing as a career. I started my training in Portsmouth in 1989 and decided to stay in the area after qualifying in 1992 having met my (now) husband. The majority of my 12 year nursing career was spent at QA hospital working on general medical wards specialising in neurology and gastroenterology, along with a short time on the Coronary Care Unit. I had a break from the hustle and bustle of a large hospital after having my first child, and worked for 18 months on Rowan Ward in Petersfield Hospital before being encouraged to return to QA to become a nurse practitioner where I supported other nursing staff to deal with patients in emergency situations on the wards. I left nursing, due to family circumstances, and spent the next 10 years running a busy household of a husband, 3 children and a very hairy dog! After a few years of working in schools, I saw the job advertised for the Swan Surgery and felt it was the right time to get back into a healthcare environment and here I am! Although no longer a qualified nurse, I am really pleased to be back in the world that has been a big part of my working life, and hope I can bring some of my previous experience and knowledge to my new role as a HCA.



Patient Access changes from 31/3/16

Patient Access is a free website/application where patients can log in securely using a computer, tablet or a smartphone to do the following:



- Book, view, amend, cancel and print telephone appointments online
- Order online, view and print a list of repeat prescriptions for drugs and medicines
- View online, export or print summary information from your record, relating to medications, allergies, adverse reactions

There are some big changes coming to Patient Access, we will be able to offer the facility for patients to view, export or print detailed coded information* held in their own records online from the 31st March 2016.

*Detail coded information will include any diagnosis, operations and results to tests.

If you would like to apply for a Patient access account please contact reception for an application form or go to our website to download it. If you already have a Patient Access account, to be able to view this information, you will need to request this at reception.

AMAZING MEDICAL FACTS

- The brain is more active at night than during the day
- Children grow faster in Springtime
- An average human drinks about 16,000 gallons of water in a lifetime

