



AUTUMN 2016



Winton house 'Regular activities in Petersfield'



Winton House have a schedule of activities that take place in and around Petersfield. It is specifically aimed at older people looking to meet others or requiring support or information. This schedule is regularly updated and the most current version available to view at: www.wintonhousecentre.org.uk

Nominated pharmacies for Electronic Prescribing

Do you use Electronic Prescribing?

The system is safer and quicker than collecting at Reception.

Did you know you can nominate any pharmacy?

Speak to Swan Surgery or your Pharmacy for more information.



Flu Clinics

We will be running our flu clinics once again this year, these will run on Saturday mornings between 8.00a.m. and 11.00 a.m. on the following dates:

- 24th September 2016
- 8th October 2016
- 22nd October 2016

The people eligible for flu vaccination this year are:

- All patients aged 65 and over.
- All patients of any age in a clinical risk group (these are underlying health conditions such as Heart, Kidney, Liver, Lung Disease, COPD, Diabetes, Compromised immune systems and their Carers).
- All pregnant women.
- **All children aged 2, 3 or 4yrs (they will be immunised using nasal drops) and any at risk children from 6 months**



If you are in any doubt if you should be vaccinated or not, please ring the surgery and the staff will help you.

NEW for 2016: You can now book your flu appointment via our website homepage, alternatively please ask at reception. We will also be having a flu station so any patients at any time can just pop in and be vaccinated.

Making wishes come true update

Since the last newsletter £315 was raised from an afternoon tea with help from family. Thanks to everyone who came. Plus car boot sales in July/August which raised £150. Total raised so far is £1500. I have bucket collections and a cake stall for September and am running The Great South Run in October (sponsorship welcome). Trying to get colleagues to run with me !! Nurse Fiona Scott



Friends & Family Test

You may have noticed that we have an iPad in the waiting room on which you can give feedback about the surgery. It is called the Friends and Family test and is a national system that monitors whether patients would recommend NHS services to their friends and family. I am pleased to say that our feedback is almost unanimously positive! However, we had one negative comment that concerned us recently; it commented that this person (we do not know who as it is anonymous) was directed to see a nurse rather than a GP for a minor illness. General Practice has evolved enormously since the creation of the NHS to keep pace with medical developments and even in my time as a GP (22 years now) we have seen great advances in medical care and treatments. One of the big changes in General Practice has been the development of the multi-disciplinary team that works in the surgery. For instance health visitors, midwives, counsellors, practice nurses, health care assistants etc – they all have their area of expertise working as part of a team. Fifty years ago all of the patients that these professionals now see may well have been seen by a GP. To be given responsibility to manage patients all healthcare professionals have to undergo relevant training and work under protocols relevant to their "specialty". This is the case with ALL our healthcare professionals and our GP team oversees this process on a patient to patient basis as necessary. In other words there is ALWAYS a GP available to discuss a patient if needs be. So to keep pace with our exciting, ever-developing branch of medicine, you may well be directed to see a healthcare professional other than a GP. Please be reassured that this is appropriate and has been established with reliable processes to make it safe for you. In particular we are delighted that we have been able to set up our Rapid Access Clinic staffed by three very experienced nurses (who have worked in Accident and Emergency departments for many years). This is to make it easier for you to get advice or be seen with minor ailments on the day you need. Feedback about this service so far has been extremely positive!

Dr Andrew Holden—Senior Partner



Top Tips for Autumn

- Get your flu vaccine if you are eligible
- Wash hands to avoid spread of germs
- Enjoy a walk in the autumn leaves
- Keep warm and keep an umbrella with you
- Check the weather to help plan your day
- Take care on journeys allow extra time/care
- Get your car ready for winter weather
- Keep healthy to avoid low enthusiasm



Nurses Uncut — Juliette Devine

I qualified as a nurse in 2003 and have worked within several specialities, but prior to joining the team at The Swan Surgery I worked as a Sister in the Emergency Department at The Queen Alexandra Hospital in Portsmouth. During those 10 years I saw many different patients, with a wide variety of conditions and I developed some fantastic skills. However I felt it was time to embrace a new challenge! I have enjoyed meeting and becoming part of the team here at Swan and have met many patients already. I look forward to meeting more of you as we develop the Rapid Access service.



'Lions' Message in a Bottle—Have you got the bottle?

Lions Message in a Bottle is a simple but effective way to keep essential medical details where they can be found in an emergency—the fridge It saves time and it saves lives! This lifesaving initiative is supported by Paramedics, Police, Firefighters and Social services. They know to look in the fridge when they see the stickers. Please collect your free bottle from the basket in Reception.



Atrium news:

We are delighted to announce that our PPG in collaboration with Bedales School, have now completed the project to redesign our Atrium. As you can see from the photographs below, it does look wonderful and creates a great focal point for us all. We hope you enjoy the view from the waiting room and as you walk past. We would like to thank everyone involved in helping us with this project.



Men—Your PPG needs you!

We need to hear from any of our male patients who are interested in joining our Patient Participation Group. We meet every 2-3 months in the evening at the Surgery, to suggest positive ideas and discuss practice developments. We also arrange Health and Awareness events every six months or so, most recently about Heart Health. For further details please contact the PPG directly by emailing them sehccg.ppgswansurgery@nhs.net and we look forward to seeing you soon.



AMAZING MEDICAL FACTS

- Our eyes are always the same size from birth unlike our ears and our nose
- Your ribs move about 5 million times a year, every time you breathe
- The medical term for yawning is Oscitation
- Hair is made from the same substance as fingernails

