



THE SWAN SURGERY
Caring for you, by knowing you.

Swan Medical Group



Newsletter— Summer 2019

www.swansurgery.co.uk & www.liphookvillagesurgery.co.uk



Dr Ben Arnold — New GP list holder

We are pleased to announce that Dr Ben Arnold is now a patient list holder within the Swan Surgery and has already taken on many existing patients.

Dr Arnold says: ***"I am delighted to have been given the opportunity to hold a list of patients within Swan Medical Group. This will improve access to your own GP and ultimately the care you receive by increasing registered GP availability. I have already managed to catch up with some of you and look forward to speaking to and meeting more of you as time goes on."***



New Nurse supervisor

We are delighted to announce that we have welcomed a new Nurse Supervisor to our team Vicky White will be line managing our HCAs and

Practice Nurses alongside Kat Graham who is now our Acute Care Team Supervisor; Kat now line manages our Rapid Access & Home Visiting acute care teams. Together they are a formidable pair and will help shape the future of SMGs Nurse Team across sites.

We are now using AccuRx SMS to message patients!

What is AccuRx SMS? A system which allows us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from us!

When would we use it?

- ◆ Reminders or notifications (e.g. prescription ready)
- ◆ Responding to simple queries (e.g. if you had a quick question about your medication)
- ◆ Letting you know we tried to call
- ◆ Sending you advice at the end of a consultation

The practice name will always be at the bottom of the message. You won't be able to reply.

Please help us to help you by making sure we have an up to date mobile number .

If you don't want us to contact you in this way please let us know.



Dr Raj Laly's New Alliance Role

We would also like to announce some new GP roles that have occurred this month. Dr Laly has taken on a new role within the Primary Care Alliance. This is a positive step towards shaping the future of care within this area.

Dr Laly says: ***"My new role as a director within Southern Hampshire Primary Care Alliance is very exciting and positions SMG at the forefront with regards to the latest healthcare operations happening at scale. This includes being at the table for primary care contracts around our region. In essence, I'm representing all the practices for South East Hampshire and Fareham & Gosport. It's ideal to have GP representation with regards to shaping change for Urgent Care, Out of Hours Care, Community Care Systems and all of the current transformation projects. The alliance role allows for this to happen and be ever-ready for the changing, modernising NHS."***



World Breastfeeding Week

August 1st - August 7th

With World Breastfeeding Week approaching, we wanted to promote the benefits to breast feeding and share some useful links on where to get advice or information on breastfeeding.

Breastfeeding is an amazing way to bond with your baby. Not only are you providing food for your new born, but you are also helping to reduce the risk of future illnesses and infections later in life. Breast milk adapts as your baby grows to meet your baby's

changing needs. This means your baby is always getting exactly what it needs at the right time!

If you are currently breastfeeding or are pregnant and thinking about breastfeeding, here are a few links to help.

- ◆ For information on Breastfeeding go to: <https://www.nhs.uk/conditions/pregnancy-and-baby/your-breastfeeding-questions/>
- ◆ For and help or support please contact the National Breastfeeding Helpline on: 0300 100 0212.

Alternatively you can always contact your Midwife, Health Visitor or GP for any help, advice or support.

SUN SAFETY

Top Tips to Stay Safe This Summer:



◆ Don't forget sun cream if you are going to be spending time out in the glorious sunshine this summer. At least SPF 30 to protect your skin and ensure it has UV protection too.



- ◆ Stay hydrated! Drink plenty of water to avoid dehydration.
- ◆ Avoid sitting in direct sunlight, especially during the hottest part of the day.
- ◆ Wear a hat to protect your head.
- ◆ Always Drink Responsibly. Alcohol can dehydrate you more, so always be responsible, especially in the heat!

We would like to remind you that since March 2019, the Swan Surgery car park has been operating a new CCTV monitored car park system.



This means you **MUST** ensure if you are coming into surgery for an appointment, that you input your registration plate into the tablet above the check in screen in the waiting room. This allows you free parking whilst at the surgery. Please speak to someone at reception if you are unsure - we are more than willing to help.

Rowans Hospice



A member of staff at The Swan Medical Group is going to be abseiling down Portsmouth's Spinnaker Tower to raise money for The Rowans Hospice.

Sadly Leanda lost her mum last year and the hospice were incredible in helping to make her last few weeks a bit more comfortable. If you would like to donate towards this brilliant cause, please go to:

<https://www.justgiving.com/fundraising/Leanda-Wisden>

Congratulations to Havant 1st XI hockey team on winning the National League, coached by our very own Dr Laly!



...ON YOUR BIKE...!

Cycle to Work Day — 15th August — Keep fit and help save the planet.

