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Did you know?

In June we dealt with:

1607 Telephone calls
1688 Appointments
11455 Medication items

South Wight Medical Practice Newsletter Summer 2019

Welcome to our patient newsletter. Also available to subscribe at www.southwightmedical.co.uk

Holidaying in Europe this summer?

Summer is here and we hope that whatever your plans, you and all your family are up to date with their routine vaccinations.

Summer is the perfect time to check the NHS website to see if any have been missed.



Warm Weather Advice

Ten tips for coping in hot weather:

1. Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
2. If you're vulnerable to the effects of heat, avoid the sun during the hottest part of the day (11am to 3pm).
3. Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
4. Have cool baths or showers, and splash yourself with cool water.
5. Drink plenty of fluids and avoid excess alcohol – water, lower-fat milks and tea and coffee are good options.
6. Listen to alerts on the radio, TV and social media about keeping cool.
7. Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
8. Identify the coolest room in the house so you know where to go to keep cool.
9. Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
10. Check up on friends, relatives and neighbours who may be less able to look after themselves.

Weekend and evening appointments

Patients who are registered at this practice can book an appointment to see a GP or nurse on weekday evenings (after 6.30pm) or at the weekends (on Saturday and Sunday). Appointments will either take place at this practice or at another NHS setting nearby. Talk to the practice receptionist to find out more or book an appointment.

This is part of a national drive to help improve access to general practice and get the best possible outcomes for patients. Further information is available at www.england.nhs.uk/gpaccess.

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Teaching Practice

We will be welcoming two new GP Registrars into the practice this summer, Dr Panos Rotziokos will be joining us for a year and Dr Joao Nunes has taken a six month placement with us.

We are also very excited to have Kinda Alkhatib Prescribing Clinical Pharmacist join us on a permanent basis. She will be using her expertise to help patients with medication reviews and minor ailments.



Medicines Management

Can you help your local NHS tackle the problem of medicine waste? It is estimated that as much as £300million is wasted every year on unused or partially used medication.

Unopened medicines cannot be reused.

For friendly advice about your medicines speak to one of our Dispensers.

Patient Participation Group - PPG

We are keen to hear the views of as many of you as possible, so if you would be interested in joining the group, then please visit the Patient Participation Page on our website, where you'll find more information on the group and details of how to join.

e.Consult and telephone calls etc.

The GPs now offer online consultations, this can save you time as you may not need to visit the surgery, and allows you access to the practice at a time that suits you.

NHS App

The new simple and secure way to access a range of NHS Services on your smartphone or tablet. The App, links directly to our own practice online services. For more information visit <https://digital.nhs.uk/services/nhs-app>, The App is downloadable from the App provider on your device.

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

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The Telephone takes a long time to be answered at busy periods

– We are aware that at peak times our telephone lines can be very busy. We are trying to reduce wait times by asking our patients to consider alternative means of contacting the practice, for example by using e.Consult. We have also increased the number of staff on duty at these times.

Lack of Advance appointments – We understand that at times, there can be a wait for an appointment with the GP of your choice. There may be times when your need may be more suited to one of our other clinicians. Both Kate our Advanced Nurse Practitioner and Kinda our Clinical Pharmacist are able to diagnose and prescribe.

Confusion when booking online appointments at Brighstone Surgery -

As our main site, Brighstone Surgery is often referred to as 'South Wight Medical Practice'. We realise that this can cause confusion when making online appointments and we have added a message to the booking system to remind patients that this is the case.

Too many questions on check in screens – we find the check in screens a valuable tool in helping us keep our patient demographics up to date, and this is why there are sometimes questions asked. With the increased use of email and SMS reminders, it is vital that we have up to date contact information.

What have we done?

Learning Disability Friendly Practice - We are very proud that the practice has been put forward to be the first Learning Disability friendly accredited champion on the island! This is really great for the Practice and is due to begin in August. Sasha our Healthcare Assistant is our Learning Disability Champion, so please speak to her if you are interested to find out more.

Improved GP Access - In the last six months we have implemented some changes in order to improve access to the practice and the GPs.

We now offer triage telephone calls, e.Consultations and as mentioned earlier in this newsletter, the practice has employed a Clinical Pharmacist to help patients who may have queries with their medication as well as minor ailments. We would like to thank all our patients for their help and support with this project.

