



## All Enquiries

02380 865051

## Out-of-Hours

0300 300 2012

## Surgery

### Opening Times

Mon 08.30 - 20.00Tue 08.30 - 20.00Wed 08.30 - 18.00Thu 08.30 - 18.00Fri 08.30 - 18.00Sat 08.00 - 10.30

(Saturdays once per month)

## Home Visits

Please ensure all  
visit requests are  
received by 11:00 am.

## Out of Hours

If you need to see an  
emergency Doctor  
between these times:

Mon - Fri  
18.30 - 08.00

+

Weekends  
Bank Holidays  
Phone 0300 300 2012

# Don't be a DNA!

A DNA is someone who  
**Did Not Attend**  
their appointment

Please help us to  
help others. If you are  
unable to attend for your  
appointment, let us  
know as soon as you can,  
someone else could  
take your slot.

# Practice Newsletter!

## DUTY TEAM ON CALL - AN INSIGHT

On Monday morning the phones can be very busy - demand exceeds capacity as patients try to get through on the phone. Problems that have been brewing over the weekend all seem to descend to be sorted out on Monday morning!

The duty doctor has appointment and telephone slots booked every 5minutes from 8.30 am. The nurse practitioner is working - fully booked - until 1pm.

The duty doctor has to cope with all the urgent problems arising that day - ranging from heart attacks, falls and collapses to infected insect bites and twisted knees. All problems are different and impact on patients in different ways. On an average Monday morning the duty doctor is often still trying to clear the morning workload at 2pm - frequently this means dealing with in excess of 50 patient contacts, so please bear with us if they are running late!

Each problem needs a decision made. Each problem needs to be sorted out and an action plan made.

Admitting patients to hospital takes time. After the initial consultation, the duty doctor will need to liaise with hospital staff, generate the necessary paperwork and arrange suitable transport - in the middle of a busy surgery, when patients are arriving every 5minutes for appointments! It can be very stressful. As you can imagine, an emergency home visit in the middle of the morning can completely disrupt the day!

The job is challenging; time pressures and constant demand makes a cool head essential and the unpredictable nature of the day makes it sometimes difficult to juggle priorities. The ability to multi-task is essential.

Each duty day will be different. We all try to do our best with each duty day that comes and we do all try and greet each patient with a smile, even though the problem before may have been a difficult or upsetting one.

The duty day formally finishes at 6.30 pm. However, even when the out of hours service takes over at 6.30 pm the duty doctor still has paperwork to sort out and referrals to make plus they need to clear away for a routine surgery the following day.

Phew .... After all that, the duty doctor may then get a coffee break .... but only if there are no home visits to make!!

### **PLEASE BOOK AHEAD .....**

Please don't leave it until you have a day's holiday from work and then ring to try and get an appointment on the day.

Most doctors will be fully booked already on that day. Our receptionists try to be accommodating and if you say you need to be seen, they will book you a slot with the duty or emergency team. However, the duty team - doctor and nurse practitioner - are there to deal with urgent issues and emergencies and this may not be the most appropriate appointment for your particular health problem.

Less urgent problems need to be dealt with in a less hurried environment- this is much better for you the patient and the doctor or nurse practitioner.

When making an appointment, the receptionist may well ask you some questions about your symptoms. Please don't be offended or worried by this. The receptionist is not asking questions to make medical judgements; the doctors ask them to query certain things to ensure you receive an appointment with the most appropriate clinician.

However, if you prefer not to provide any details about your symptoms, please don't hesitate to let the receptionist know. They will record this information and offer you an appointment based on availability at the time.

So PLEASE, do try to plan ahead,  
**DON'T FORGET!**  
Book your appointment 2 weeks in advance.

We offer Travel Clinics (including Yellow Fever)

APP

## POLITE REMINDER SICK CERTIFICATES

Please remember we do not issue "Fitness for Work" statements (Fit Note) for periods of sickness of less than 1 week.

If you require a GP to complete a Fit Note for any reason and you have been sick for less than 1 week, then a fee of **£15** will be payable.

If you need to self certificate yourself, Form SC2 (Employee's statement of sickness) is available from reception.

Can we also clarify another frequent point of confusion - unless it specifically states you must, you do not need to obtain a "Fit to return to Work" certificate when a Fit Note expires.

Hope the above information is helpful. If you have any queries, please speak to the reception team.

Thank you.

## BLOOD TESTS

Increasing numbers of blood tests are being requested - hospital monitoring of new drugs, people needing monitoring after operations, diabetic care in the community becoming the norm, to name but a few.

Many practices do not offer patients a phlebotomy service; they have no option but to go to other clinics. However, we realise it is a much appreciated service and one we would like to continue offering our patients. Unfortunately though, our phlebotomist does not have the capacity to take blood from everyone!

To cope with this escalating demand, we have been forced to make difficult decisions about who is able to have an appointment at the surgery for a blood test. Anyone who is able to attend a hospital clinic - in Romsey, Southampton General or Lymington hospital is being asked to do so. It makes all the difference for those who are infirm or who find it impossible to travel to other places.

If you feel you qualify for this service when requested to have a blood test, please ask the referring GP. However, please do not be offended if you are asked to travel elsewhere to have your blood taken.

\*\*\*\*\*

### CONTACT NUMBERS for blood tests

#### General Hospital

Walk In Service - Adults  
no appointment required  
Mon to Fri 08.00 - 16.45

*NB: under 16's  
require an appointment*

Phone 023 8079 4075

#### Lymington Hospital

Appointment only

Phone 01590 663021

Mon to Thurs

08:00 - 16.00

Fri

08.00 - 13.00

14.00 - 16.00

#### Romsey Hospital

Walk In Service

Tue & Wed 07.30 - 10.30

## VIRTUAL PATIENT REFERENCE GROUP

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a virtual Patient Reference Group so that you can have your say! We will ask the members of this Reference Group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct, so it shouldn't take too much of your time.

140 patients have already joined our Group; however, more members are very welcome.

In order that responses to our surveys are truly representative of our patient base, we need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups. In fact, everyone is welcome to join!

If you are happy for us to contact you occasionally by email please click the link on our website at [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk) and complete the sign up form.

Alternatively, you can call in at the surgery to complete an application form. The reception team will be happy to help you.

We have held our first "virtual" meeting and our first survey. The aim of this survey was to understand preferred topics for discussion and patient views on services provided by the practice.

69% of patients who responded felt the most important topic for discussion was the "appointment system". As far as is practical, we have endeavoured to take account of views and comments expressed by the Patient Reference Group in the Appointment Survey which is now live on our website. This survey will close at midnight on Monday, 5th March.

If you prefer not to join the Patient Reference Group, but would like to complete the survey, you can do so via the link on our website or collect the form from a member of the reception team. Your views will be very welcome.

Thank you.

## RATIONING HEALTH SERVICES

As with all public services there is a drive to try and deliver health care more efficiently, more cheaply and more effectively. All our services are being examined and measured; this includes our usage of all services from cancer referrals and outpatient requests, to attendances at A+E and our patients' usage of the ambulance service and out of hours doctors and nurses. We are ranked according to our practice's usage of these services, graded by our managers and then compared to other practices locally and within Hampshire. As GPs we try to provide a good and appropriate level of service - particularly when patients require urgent attention.

We will always prioritise clinically urgent cases. Most routine problems are not necessarily deemed urgent, but we do try and deal with these also. The positive feedback we receive from patients is always very much appreciated. Proving our worth is often difficult, so this type of feedback, particularly when written, helps us defend our health care usage. Thank you.

There is considerable expertise in the practice - many of the doctors and nurses have specialist interests. Referral to another clinician within the surgery can, therefore, not only benefit you as the patient, but also help our doctors and nurses gain valuable clinical guidance from another health professional in the practice.

Practice nurses can be experts in leg ulcer dressings and recommendations for travel vaccinations, whereas some of the doctors have particular interest in women's health, dermatology or minor surgery - to name just a few.

We will always try to get the right person for a particular problem.

## ART COMPETITION

### **NEWSFLASH.....**



Coming Soon .....

Keep an eye on the website - we're hoping to run our next local infant schools painting competition in the Spring. Another chance to vote for your favourite artist!



## FRIENDS PURCHASE

Kind donations from patients and the proceeds from the Friends Group Christmas Raffle have enabled our Practice to purchase a much needed 24 hour Ambulatory Blood Pressure Monitor as well as 2 Paediatric Oximeters and a Nebuliser.

Your support is very much appreciated.