

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 lodged before 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

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

Lyminster 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

Saturday 09.00 - 12.00

Welcome to our Practice Newsletter!

LOCAL SCHOOLS PAINTING COMPETITION



During the summer months the "Friends" Patient Group organised a painting competition and several local Infant Schools participated. Each school was given an individual theme and chose their school finalists. Themes were:-

Hazelwood Farm – Valentines Day**Calmore – Windy Day****Lydlynch – Springtime****Eling – Royal Wedding****Marchwood – Flowers****Oakfield – Seaside and Holidays**

Pictures from each of the individual school finalists were displayed in the Surgery and patients voted for the "heat winner".

Each of the school's finalists was awarded a certificate and heat winners received a voucher and a heat "Winner's" certificate! When all the heat winners had been decided, their pictures were displayed in the surgery so that patients could vote for the overall competition winner.

Erin Mussell from Hazelwood School was the grand final winner with her wonderful "Hearts, Flowers & Favourite Toys" picture. Erin received the overall Winner's certificate and a £25 gift voucher.

As the first competition was such a success, the Patient Group are hoping to organise a further one in the Autumn/Winter and will be contacting local Junior Schools shortly.

PARTNER RETURNS

I would like to say a huge "thank you" for all the support received in the six months I've been off work in the form of letters, cards and presents from staff and patients. They were all very much appreciated and certainly helped to speed up my recovery. I am now well and was delighted to resume my role as a partner at Totton Health Centre on 20th September.

Mary Anne Falle

Flu Clinics

Sat 1st October**Sat** 8th October**Sat** 22nd October

We will also be offering some flu clinic appointments on a Tuesday evening during extended hours.

Flu Clinics
for under 16's

will be run during the week.

For all Flu appointments please phone the surgery after 10am.

DON'T FORGET!

We offer Travel Clinics (including Yellow Fever)

Don't be a DNA!

Are you Aware?

The Practice Team are ready, the Doctor and Nurses are waiting - BUT where's the patient?

A DNA is someone who **Did Not Attend** their appointment and did not tell us beforehand.

We have hundreds of patients who DNA throughout the year. Have you phoned and an appointment wasn't available?

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

Our **DNA** total for the month of **AUGUST** was

202

GP ————— 75

Nurse Practitioner — 5

Nursing team ——— 122

Patient Transport

Hospital Transport Services are very limited.

If you can travel in a car, Communicare has volunteer drivers that may be able to take you to appointments with just a mileage charge incurred.

To contact Communicare
Tel: 02380 660200

How do I get test results?

Please call in the morning between 09.00 and 12.30.

If you want to discuss your test results please make a telephone appointment with the requesting doctor.

MEDICINE MANAGEMENT

Getting repeat medications directly ordered through our website, or on your repeat slip which you post to the surgery, is quite straightforward. Some patients rely on their Pharmacist to do their repeat ordering. If this is the case, please ensure the Pharmacist rings you each time a repeat prescription is ordered as you may not need all the medications on your repeat slip. When they call, tell the Pharmacist which medication you do require and they will do the rest. One patient ended up with 64 inhalers at home because this procedure didn't happen! If you receive medication that you did not order and do not require, please let your GP know.

WELCOME to HELEN

We are delighted to welcome Helen Lomax who joined our Practice nursing team in June. Helen's particular expertise is respiratory disease. With this in mind she will be overseeing the annual COPD and asthma reviews, so many of you will have the opportunity to meet her during the next twelve months.

NURSE PRACTITIONER

Our Nurse Practitioner, Sue Biss, has been with us for some months now. However, we're delighted to report that she's agreed to increase her hours to help us manage the demand from acutely ill patients. Sue is a very experienced nurse with high level skills as a nurse practitioner, so will be a great asset to our team.

NHS HEALTH CHECKS!

The surgery is offering a free health check to people aged 40-74 years who have an increased risk of heart disease, stroke, kidney disease or diabetes. If you are eligible for a health check you will receive a letter inviting you to have a simple fasting blood test. You will then be asked to have a 30 minute health check with a nurse.

This check will involve straight forward questions and measurements such as height, weight, blood pressure and family history. Once you have had your health check you will be asked to make a telephone consultation with your GP to discuss your blood results.

The NHS Health Check helps to identify potential risks early. By having this check and following the advice of your health professional, you improve your chances of having a healthier life.

PRESCRIPTIONS on LINE

- Go to the Practice Website – www.tottonhealthcentre.co.uk
- Click the link at the top of the home page.
- You will be taken to our secure site to enter your details followed by the items you are requesting.

You are even able to specify which Chemist you have arranged to collect your prescription from – so you could order your medication from home and then pick them up from the Chemist.

There's also a facility to add a question or comment to your GP about the prescription you are requesting.

PATIENT PARTICIPATION GROUP

Keep an eye on our website and in the Surgery on our notice board during the next month for information on our new Patient Participation Group.

This group will be in addition to the "Friends Group".