

WATERFRONT AND SOLENT SURGERY

NEWSLETTER

March 2010

PATIENT FORUM

We would like to start this Newsletter with a huge thank you to everyone involved in the recently set up Patient Forum. After only a very few months activity, they have already managed to raise a phenomenal £2300. Following discussions, we are aiming to buy a new defibrillator for Solent Surgery. Other ideas for use of the funds include a patient-operated blood pressure taking machine and a new couch for the Nurses' Room that can be raised and lowered to enable easier access on and off it. However, this is only the beginning and all ideas for use of the money and how to raise more would be very welcome, as would participation in the group's activities. One of the possible functions of the group will be to discuss issues raised by a process called Practice Based Commissioning. The aim is to try and involve our community in looking at wider issues affecting the local population and the provision of health care. This would be a two way process with feedback from the PBC group to our Patient Forum and vice versa. As some more unpopular decisions have to be made in the light of upcoming spending cuts, this is a real chance to get involved and have a say. Minutes of the group's meetings and how to contact/ join the group are on the practice website. to find out more about how you can become involved in the groups activities.

OPEN MEETING OF THE FORUM

We would also like to invite you to an Open Meeting of the group on:

Thursday 15th April 2010 at 19.30 in the Parish Hall on West Street in Hythe

During the meeting, the new defibrillator will be formally handed over to the practice and there will be an animated demonstration of its' use! It will also be an opportunity for you to find out how you can become involved in the group's activities and to meet your local MP, Dr Julian Lewis, who is hoping to attend. Raffle & refreshments provided!

A BIG THANK YOU TO PATIENTS AND STAFF!

Next and equally important is another huge thank you to everyone, both staff and patients, who managed to cope so well with the recent icy weather. The disruption in the surgery was kept to a minimum by a combination of patients either managing to get into the surgery or letting us know in good time if they couldn't and almost

unbelievable dedication by the staff. One set off to walk 6 miles to the surgery when her car wouldn't start and another set off on hands and knees as it was too icy to stand up!

APPOINTMENTS

We are slowly getting to grips with all the changes that have been implemented since our merger with Solent Surgery. One big area that affects everyone is the "appointment system". Sadly, despite everything we try, we will never be able to see everyone when they want to be seen by the person they want to see. However we would like to offer a few pointers on how to make the best of the system. When you contact the surgery please consider whether the problem could be dealt with by a phone call rather than face to face. If you can leave a contact number we will always be happy to get back to you as soon as possible. Next, please consider using Helen Carroll, our Nurse Practitioner. As those of you who have already benefited from her help will know, she is extremely helpful and experienced and can deal with a very wide range of problems. Every appointment with her frees up an appointment for one of the doctors to deal with more complex issues and she still has plenty of free appointments every day. We have also altered the appointments system (again!) so all appointments are now prebookable - that is, any appointment in the future can be booked at any time.

FLU CLINICS

Once again all the staff at the surgery have done an amazing job in arranging the winter flu and swine flu immunisation campaign. We have managed to inoculate more people than most of the practices in the area as well as being able to reach out to the under 5s for swine flu immunisations. This coming year however we are hoping to organise it in a different way. To try and make the whole experience easier and, perhaps, more enjoyable we are hiring the Parish Hall in West Street on Saturday 2nd October 2010. We intend to immunise as many people as possible on the one day. At the same time we will be running health promotion/education events and there will be refreshments along with, of course, a raffle! Incidentally, if you haven't yet checked your last raffle tickets please do - there are still numerous prizes unclaimed!