



## Tadley Medical Partnership Winter Newsletter 2019

**Christmas opening hours – we shall be closed on Christmas Day, Boxing Day and New Year's day. Morland Surgery will close at 1pm on Christmas Eve.**

### People News

**Dr Charlotte Watson** gave birth to a beautiful baby boy - Freddie - and she is planning to be back with us in the summer.

### Hellos

We now have two new non clinical associates who are working with us and Watership Down Health as part of our Primary Care Network.

**Tracey Powell** is a Community Connector who is employed by the Red Cross and works in Tadley on Monday and Wednesday mornings. She is here to assist anyone over the age of 18 whose problems might not be health related. They could be isolated at home and perhaps have lost their self-confidence about joining a group or even attending an exercise class alone. Tracey will support and *connect* them to appropriate groups and services. Patients are referred to her by the Practice.

**Emma Hayhoe** is a Mental Health Support Worker and has appointments at Holmwood Health Centre on Friday mornings. She is employed by **MIND** and her role is to assess mental health needs and connect patients to the services that can help.

We have also welcomed **Vajira** to our Reception team, **Sharon** to the Dispensary team and **Jose** to our Endoscopy team.

Looking forward to 2020, **Dr Emily Kaye** will be joining us in February for her second year of specialist GP training and **Rachel**, a Health Care Assistant, will be joining us in January.

### Goodbyes

Two of our long serving Dispensary Team members have recently left. **Alison**, who was with us for 22 years has retired and **Lorraine** has gone on to pastures new. We were very sorry to see them go but all good things come to an end.

**Dr Michael Quicke**, who has been with us for a year as a GP Registrar\*, left us at the beginning of December. He is returning to the Army. We shall miss him

as will many of the patients whom he has met during his time at Tadley. **Joy**, our much loved Practice and Asthma Nurse, has retired but in true Tadley tradition she will continue to work with us on an occasional basis.

\* a Registrar is a fully qualified doctor who is completing specialised training

### **Car Park improvements**

You will be very pleased to hear that work will commence on 6 January to improve the patient car park at Holmwood Health Centre. The work has been planned for a while but we had some drainage issues to resolve before the work could begin. The spaces will be re-lined and the walkway leading to the main entrance will be widened. The disabled parking spaces will be moved to enable safe access to the improved walkway. Unfortunately we will lose 2 or 3 spaces to accommodate these improvements but we think it will be very worthwhile. Inevitably there will be disruption and reduced parking while the works are carried but it should be completed by the end of January.



### **Prescriptions**

Please don't leave it until the last minute to order your prescriptions before Christmas. We are quite happy to issue prescriptions before they are normally due in this very busy season.

### **Changes to your medication**

Due to supply issues we sometimes have to change the medicine you take to a different brand. Please be very vigilant about the dosage instructions – a change in brand might mean a change in dose because the tablets are of a different size or strength. We will always tell you if we have changed your medicine.

### **Would you like to avoid the telephone queues? Try eConsult**

A quick way to get medical advice or information is to use eConsult via our website [tadleymedical.co.uk](http://tadleymedical.co.uk). Your request goes to our Duty team who will either contact you with an appointment or will deal with your request or query over the phone or by email or text message. We will always get back to you by the close of business on the next normal working day.

### **Christmas Jumper Day**

We are raising money for The Pink Place and The Blue Space on 18<sup>th</sup> and 19<sup>th</sup> December by wearing Christmas jumpers, holding a raffle and selling cakes. These Basingstoke based charities are supported by Hampshire Hospitals NHS Foundation Trust and offer free wellbeing sessions to men and women who have been diagnosed with cancer.

### **Be ready for your medication review**

Please remember to ensure that you have had all necessary blood tests and also measure your blood pressure before your appointment. You can use the blood pressure monitors in waiting areas any time we are open.

### **Urinary symptoms**

If you suspect you have a urine infection please discuss with Reception before making an appointment. If you are asked to bring a sample to the surgery you can use any clean container such as a jam jar which should be scrupulously clean – washed in very hot soapy water, rinsed well and allowed to drain until dry. If you have a dishwasher, that does the job perfectly.

### **Your child's health**

There is an excellent website <https://what0-18.nhs.uk/> which can also be found by searching for **Healthier Together** that gives expert advice about all common childhood illnesses. It tells you when to seek help, how to care for your children at home and has links to local services and support. There is also a section specifically for older children and teenagers.

### **Patient Confidentiality**

We take the matter of confidentiality very seriously which means that we cannot ordinarily give you information about another patient, no matter what your relationship to them, without their express permission. This can also apply to parents of children aged 11-15 who can be considered to have the right to privacy as much as any adult. A GP will usually decide where this is appropriate.

### **Missed appointments**

Please let us know as soon as possible if you are unable to attend. You can leave a message on the dedicated answerphone option, or, if you have online access, it's very easy to cancel an appointment directly.

### Online services

If you haven't yet signed up for online access to your records you might want to consider the **NHS APP** - a new tool to give you access to your records and also provides clinical advice.

### New website

At time of writing we are launching a new website. It will be more interactive than the previous version and will allow you to communicate with us and keep us updated with information that the doctor might request from you. It will still be in a slightly raw state for a few weeks until we are able to make all the tweaks required for it to be as useful to you as it will be to us. Please bear with us during this period.



### Would you be able to help in an emergency?

All staff and doctors have annual life support training and recently we were told about an amazing **App** that you can download onto your smart phone. We are very keen to share this with you.

**The Save a Life App** does many things. Firstly it offers a direct dial to 999 which is the first thing you do if someone has collapsed and has stopped breathing. Secondly it will tell you where your nearest **public defibrillator\*** is – no matter where you are in the UK. Did you know there are 7 in Tadley and Pamber Heath apart from those at both surgeries? Use of a defibrillator before an ambulance arrives can hugely improve someone's chances of surviving a heart attack compared to resuscitation alone. The public defibrillators are fully automated and give you clear instructions. Thirdly the App offers basic instructions on how to carry out chest compressions backed up with short demonstration videos showing how you can help adults, children and babies.



The doctors, nurses and all the staff at Tadley Medical Partnership wish all our patients a very Happy Christmas and a peaceful New Year