



Friends of Wistaria Surgery

Newsletter

Autumn 2015

Working to benefit the health of Wistaria's patients and others in the community

How the Friends have helped this year

As part of our role as a Registered Charity, the Friends of Wistaria Surgery have funded just under £11,000 of equipment and services for the benefit of patients since January 2015: from £80 for leaflets on dementia for patients visiting the surgery to £4888 to replace worn-out chairs in the upstairs waiting room. We have also funded new technical equipment including:

- an adjustable couch able to lift 35 stone for a specially re-equipped room for use by both nurses and doctors.;
- a bariatric couch able to lift up to 50 stone;
- replacement of a 12-year-old ECG system with one that will integrate with other, newer equipment in the surgery, be more efficient and faster;
- an oximeter, and data logger .

We raise funds for our activities from our £5 annual subscription, our raffles, coffee mornings, kind donations, and bequests.

(Bequests to charities are deducted from the estate value before Inheritance Tax is calculated, reducing the amount of tax payable.)

We also fund this newsletter and our Befriending service which provides regular, friendly contact for patients who may be isolated or would benefit from a regular visitor. Read about Mary and her personal befriending experience on page 2.

To ensure our continued improvement of services for Wistaria patients, think about how you could support our activities: become a member, support our raffles, make a donation, become a befriender or consider a bequest in your Will. We all benefit .

Changes to our local healthcare scene

Investment in healthcare over the past 5 years has not kept pace with demand and has been aimed primarily at hospitals rather than general practice and community care. The UK has an ageing population and in the New Forest, there is a higher proportion of over 65s than in most other parts of the country. By 2018, over 18 million people in the UK will suffer from long term conditions and it is now

accepted that without change, the NHS will be unable to cope with the increasing pressure.

One effect of this situation, is the growing trend for GPs to no longer take up full time posts but rather to divide their work time between several posts.

The Surgery's new rota from October (*page 2*) reflects this trend as most of our GP's at Wistaria will become part time thereby pursuing a more varied

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Look out for the wonderful Christmas Raffle

prizes on display from 1st to 17th Dec in the Surgery, and be sure to buy your tickets to support our fund-raising.



Join us on 9 December at our

Christmas Party and Quiz

(see back page for details)

career. So, more and more, patients may see a duty doctor rather than their regular or named GP. This may seem unsatisfactory to some patients but should be balanced against the advantages of more prompt access to medical care under the pilot scheme, linking Lymington Hospital and Wistaria Surgery, for GP appointments.

These changes to appointments are reported on *page 3*>

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Flu - jab or no jab?

For most people, flu is an unpleasant illness, but it's not serious. If you are otherwise healthy, you will usually recover within a week. However, certain people are more likely to develop potentially serious conditions and they are advised to have a flu jab each year.

The flu vaccine is recommended and offered free of charge on the NHS to those at risk to protect them against flu and developing serious complications. You are eligible to receive a free flu jab if:

- **You are 65 years of age or over** on March 31 2016
- **You are pregnant**, regardless of the stage of pregnancy, because pregnant women have an increased risk of developing complications if they get flu.
- **You have certain medical conditions** including chronic respiratory diseases, chronic heart, kidney or liver disease, and diabetes.
- **You are very overweight**
- **You are living in a long-stay residential care home** or other long-stay care facility
- **You are the main carer** for an elderly or disabled person whose welfare may be at risk if you fall ill
- **You are a healthcare worker** with direct patient contact, or a social care worker

Also, **children** over the age of six months with a long-term health condition should have the jab, as well as healthy children aged two, three and four plus children in school years one and two.

The sooner you have your jab, the better as this will give you longer protection against contracting flu.

Our flu clinics start in October (see back page for dates) so book your appointment online, by telephone or at the surgery straight away.

Don't delay - book today!

GP rota changes

from 1st October 2015

Dr Angela Sizer will reduce her hours from full time to $\frac{3}{4}$ time working six sessions over three days a week.

Dr Ian Murray will reduce his hours from full time to $\frac{3}{4}$ time working two full days and two half days per week.

Dr Neale Whitley will become $\frac{1}{2}$ time, working four sessions over two days per week.

Joining us:

Dr Toni Benning as a permanent $\frac{1}{2}$ time Partner, four sessions over one full day and two half days per week.

Dr Victoria Makin as a salaried GP working six sessions over three full days.

	Monday am pm	Tuesday am pm	Wednesday am pm	Thursday am pm	Friday am pm
Dr Gareth Morris	✓	✓		✓	✓
Dr Neal Whitley			✓	✓	✓
Dr Angela Sizer	✓	✓		✓	
Dr Elizabeth Pugh	✓	✓	✓		✓
Dr Ian Murray	✓	✓		✓	✓
Dr Toni Benning	✓	✓	✓		
Dr Victoria Makin		✓	✓	✓	✓

Meeting "Mary" and her Befriender

I recently met a charming and interesting lady of 93 when I accompanied her Befriender on an afternoon visit, to find out more about the service. The hour passed with Mary (not her real name) very quickly as we talked over tea about her life and her experience of Befriending.

About 7 years ago, Mary found herself very lonely having lost her husband, her daughter and most of her friends. Her GP suggested she might like to have a regular visit from a FoWS Befriender. Mary agreed and a match was made with a carefully selected and checked volunteer. After a first meeting to see if they liked each other, the visits became a weekly event.

Mary told us of her many years as a school assistant and, in retirement, of her bowling - locally and at County level. She recalled her family life: daughter, son, her husband and her many grand and great-grandchildren. It was obvious that Mary really enjoys her visits, preferring one-to-one contact rather than in a group, and sees the visits as a vital part of staying independent and happy in her own home.

What makes a good befriender?
Mary: "someone friendly with a good ear for listening". What did Mary think of the Befriending service: "If I were younger, it is something I would have loved to have done; I like people and chatting".

Editor



Could you visit someone like Mary?

Just an hour week or a fortnight will make a difference.

Please contact Gill Taunt or Susan Antonio on:

Tel: 07867 22 99 82 info@friendsofwistaria.org.uk

Important changes to GP appointments

In our Sumer issue, we reported on the proposed pilot scheme to link local GP surgeries with **"The Practice"** at Lymington hospital to provide easier and wider access to GP consultations. Due to start in the Autumn, the pilot scheme is anticipated to operate as follows:

- **during surgery hours (8am to 6.30pm Monday to Friday)** you should telephone Wistaria for an appointment as usual; if an appointment is not possible within a reasonable time, the Surgery will contact the new **Practice** for a more convenient appointment;
- **outside surgery hours (6.30pm to 8.00am Monday to Friday and weekends)** you may contact **The Practice** direct on **01590 630545** between 8am and 8pm for an appointment;
- you will then attend **The Practice (at the hospital)** for the confirmed appointment.
- **The Practice** will be staffed by resident GPs and nurses and will be open from **8am to 8pm, 7 days a week.**

Outside of these hours (8am to 8pm 7 days a week) call 111 for advice - or 999 in an emergency.

Please note that taking an earlier appointment under this scheme means that a patient will not see their normal named GP. However, remember that all patient records, are stored electronically and are therefore accessible to all doctors, in the Surgery or at The Practice. So, details of *all* GP consultations will be available on screen regardless of who you see or where you are seen. If you prefer to see your named GP you may have to wait longer.

NB Online appointments are not included in this scheme for the time being.

Musculoskeletal Care

The pilot scheme will include access to a musculoskeletal consultant physiotherapist at Lymington Hospital (for pain, injury or other problems with joints etc.)

These appointments should be booked through the Surgery but will be confirmed by the hospital, where appropriate treatment will be decided. This new service should improve outcomes for

physiotherapists and orthopaedic specialists. *(Start date awaited)*

WebGP on line consultations.

WebGP is a new service available on the Surgery website providing patients with help and advice on a variety of conditions and symptoms via an e-consultation. It will signpost patients to the most appropriate service and may suit those who do not or cannot attend the Surgery in person.

Our Care Navigator-

Sue East

My role is to signpost patients and/or carers to additional support and services that they might need from within the NHS or voluntary sector. This might involve:

- talking to someone recently diagnosed with dementia to highlight available services;
- visiting a patient at home after hospital discharge to see if care needs have changed;
- signposting frail patients with to help available to them.

Referrals may come from GPs and other members of practice staff or may arise from both practice and palliative meetings.



Patients can also contact me direct once they are aware of my role, so, if you have recently been in hospital or have any queries regarding your ongoing care, please contact me at:

Wistaria : 01590 672212

Mobile: 0777 5959 824

Or at Milford: 01590 643022

(Care Navigators are a centrally-funded initiative.)

What you say "the surgery does best"

These are some of the results from a Mori Survey of patients from Wistaria and Milford surgeries carried out by NHS England earlier this year.

Percentage of patients who....	Wistaria and Milford	Local Average	National Average
...find it easy to get through to the surgery by phone	80%	83%	73%
...find the receptionist at the surgery helpful	91%	90%	87%
...usually get to see their preferred GP	88%	64%	60%
...usually wait 15 minutes or less after their appointment time	75%	66%	65%
...say the last GP they saw was good at involving them in care decisions	94%	85%	81%

To let the surgery know about your experience, please use the "We would like to know what you think..." cards in the surgery reception or go to www.milfordmedicalcentre.com (click QUICK LINKS, Friends & Family Test".



Surgery opening times

Monday to Friday
8.30am to 6.30pm

Christmans closing
Friday 25th to Bank Holiday
Monday 28th December

Open

**Tue 29th - Thu 31st
December 8.30am - 5.30pm**

New Year closing
Friday 1st January

Open

Monday 4th January 2016

Out of hours : please call 111
For acute medical emergency
please dial 999

Coffee Mornings

We welcome members and non-members to come along: 10.30am on the first Tuesday of the month, at the Rivers Suite, Wistaria Surgery.



Nov 3rd **Karen Brace**, SCARF (Supporting Children and Relatives and Friends)

December & January - We are working to arrange these dates so please watch the notice board in surgery reception for further details.

Dates for your diary



Dec 4th **Understanding Health Talk: Knees**
Royal Bournemouth & Christchurch
Hospital Trust 11am. Book a place 01202 704394

Dec 9th **Friends of Wistaria Christmas Party & Quiz**
Ticket £5 in advance from Dorothy Bishop on 677102 or Marie Mudie on 673473; members and non-members welcome. 7pm Robert Hole Room, Lymington Community Centre. Join or make a team at the party. Buffet - please bring a plate of food to share. Bar - voluntary donations appreciated.

Your Doctors

Dr Gareth Morris
Dr Neale Whitley
Dr Angela Sizer
Dr Elizabeth Pugh
Dr Ian Murray
Dr Toni Benning
Dr Victoria Makin

FoW Contacts

President: Dr Anthea MacAlister
Chairman: Ian Bennett
Vice-Chair: Dorothy Bishop
Treasurer: Marilyn Holmes
Secretary: Joan Horton Fawkes
Minute Secretary: Marjorie Archer

Members:
Hugh Keal Marie Mudie
Leslie Sutton, Gill Taunt,
Roger Snell (*Membership Secretary*)
Ruth Cornwall (*Newsletter editor*)

Email:
info@friendsofwistaria.org.uk

Tel: 07867 229982

It is with much sadness that we report the recent death of two of our valued Friends:

Ian Kydd
was a loyal supporter and active member of the committee for many years, known for his humour and friendliness. We extend our condolences to Ian's daughter, Susie and son, Andrew.

Mary Bowler
had been a Friend since inception. We extend our condolences to Mary's husband, Colin, who was FoWS Treasurer for many years.

October Flu Clinics

It is that time of year again so book your appointment for an early flu jab on:

Tuesday 6th pm
Friday 9th am
Wednesday 14th pm
Thursday 15th pm

As always, FoWS volunteers will be there to guide you through the process - **so it doesn't take long.**

Remember you can book online, telephone or call in. If you would like to volunteer to help please contact FoWS
07867 22 99 82



Join us!

Be a Friend of Wistaria Surgery

For just £5 a year you can become a member and help us to provide support, equipment and services that benefit patients. You will find an application form at the surgery waiting room or simply turn up at one of our coffee mornings, or phone us.

Already a member? When you renew, please would amend your standing order to £5 to go out on 2 January each year. If you generously top up with a donation, don't forget to sign a Gift Aid form.- also available in the surgery. **THANK YOU**

With our apologies, please note the correct telephone no. for the **Community Mental Health Team**
01425 622922