



Friends of Wistaria Surgery Newsletter Summer 2016

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

Holiday and travel health



Our practice nurses offer health advice for travel and vaccinations. If at all possible, seek advice some 8-12 weeks before departure. In an initial telephone consultation, the nurse will advise you of any vaccinations not covered by the NHS. If payment is necessary, this will be required before the first vaccination. There is more information on the surgery website:

www.milfordmedicalcentre.com

From the home page, click on "Clinics & Services" and then click on "Travel Vaccinations".

The surgery has a limited amount of travel appointments available each week and cannot always meet demand or increase appointments due to other nursing demands. If this is the case you can contact the **Southampton Travel Clinic** on 023 8063 1922 or **Hythe Travel Clinic** on 0330 100 4198. Or you can also go to the **Boots Chemist at Waitrose** and make an appointment to have your vaccinations privately there.



Also, you can visit: www.fitfortravel.nhs

to find general travel health advice under 50 headings A-Z from Accident prevention to Water Purification plus an A-Z of Disease Prevention Advice.



Staff recently said farewell to Sister Anne Keir who, after more than 30 years at Wistaria, has decided to retire from permanent work.

We have all benefited from Anne's expertise and commitment and, fortunately, we will be seeing her from time to time when she covers absences. Wistaria staff, Friends and patients all wish Anne the very best for the future and a long and happy retirement.

Our Easter Raffle

raised **£1315.00**

So, a big thank you to all who generously donated prizes, and bought tickets, and to our Friends' volunteers.

The Friends of Wistaria Surgery would also like to extend grateful thanks to the friends and family of the late Donald Mudie, who have kindly made donations to the Friends in his memory.

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New purchases

The Friends have recently bought the following items to benefit patients of Wistaria.

2 vaccine bags £147.61
Re-usable cool bags to keep vaccines safely at the correct temperature for home visits, and to return unused vaccine to the surgery.

Auto-arrival system screen & software £1320.00

Improved check-in screen, with additional facilities.

Please help us improve surgery facilities and benefit patients: become a member for just £5 a year and/or make a small donation. Thank you.

Please Note

that the Surgery will be closed from 1pm on Thursday 7 July for staff training. See back page for other sources of advice/help.

Our nursing team

Our lead nurse at Wistaria is **Bronwen Bridges** who works closely with Milford's lead nurse and the Practice Manager to ensure the best use of the nursing team and to cover new areas of work commissioned by NHS England. Bronwen's specialties include diabetes, cardiac clinic reviews and immunisation of our new babies and young children.

Libby Beevers covers all aspects of nursing on Fridays and has just completed her training in women's health.

Jill Jeffery runs a Travel clinic on Tuesday mornings and specialises in women's health.

Julie Meredith specialises in respiratory diseases and women's health on Wednesdays. Both Jill and Julie see patients for other problems and most of our nurses also work from our sister surgery at Milford on Sea.

Two new nurses joined us in January: **Irene Small**, who has had experience at Lymington Hospital and latterly as a community nurse in this area, and **Linda Craig** who has now returned to nursing and decided to pursue a career as a practice nurse. Linda had previously been a theatre sister but took a break from nursing. Linda is currently attending Bournemouth University whilst working here two days a week.

Irene and Linda will build up their experience within the surgery and gain further skills such as immunisation and chronic disease monitoring.

And last, but not least we have our invaluable Healthcare Assistant, **Carol Bedford**.

Bronwen Bridges, lead Practice Nurse, Wistaria Surgery.

A queue at reception?

Use the arrival screen (on the wall to the right of reception) to check-in for your appointment.

Wistaria Surgery GP appointments

Doctors	Mon		Tue		Wed		Thu		Fri	
	am	pm								
Dr G Morris	✓	✓			✓	✓	✓	✓	✓	✓
Dr N Whitley					✓	✓			✓	✓
Dr A Sizer	✓	✓	✓	✓			✓	✓		
Dr E Pugh	✓	✓			✓				✓	
Dr I Murray	✓	✓	✓					✓	✓	✓
Dr T Benning	✓		✓	✓	✓					
Dr V Makin			✓	✓	✓	✓			✓	✓



Booking appointments by phone

If you are having problems when booking a GP appointment by phone in the mornings, it might be helpful for you to know something of how the system works:

- Wistaria has many patients and 8.30 am is the busiest time to book an appointment by phone.
- As a general rule two thirds can be booked in advance and the rest are on the day - all appointments are available on line
- If demand for urgent appointments is low then some of these may be released as routine appointments but usually not before 10am

- You are more likely to get the appointment time you want if you can be flexible about which GP you see: remember that each GP has many patients so cannot know each of their patients personally

By operating this well-managed system, the surgery ensures that no appointments are wasted.

Remember: when you call for an appointment, you do not have to listen to all the options before making your choice.

**Press 1
for a surgery appointment
or Press 2
for The Practice.**

Would you like a regular visitor?

If you live on your own and perhaps are unable to get out and about easily, you might like to have a visit for an hour or so once a week or fortnight from a friendly face and a listening ear that you can trust, who perhaps shares some of your interests.

All our Befrienders are carefully selected, checked and trained, before being introduced to a client. Feedback is very positive and some rewarding friendships have developed. Befrienders are not a replacement for Social Services or any other care agency.



If you would like to talk about joining us, as a client or volunteer

please contact Gill Taunt or Susan Antonio on:
Tel: 07867 22 99 82 info@friendsofwistaria.org.



The Practice stays

The Practice at the Lymington Hospital opened its doors in September last year with funding for one year to offer 7 days-a-week access to GP services for patients in the local area. This successful new facility is being rolled forward with funding for the next 4 years.

The Practice is one of several pilot schemes throughout the country set up under the Government's Vanguard Project. In the New Forest area, there are seven GP surgeries involved and working together to improve access to GP services with Better Local Care.

The Practice potentially offers patients over 250 appointments per week - from 8am to 8pm, 7 days a week - and, in recent months, it has been operating at 92% of GP capacity, though at a somewhat lower capacity of nursing. It has clearly been a successful addition for patients across the New Forest area, and also has the advantage of onsite facilities at the hospital and access to a consultant when necessary.

The present situation is that funding has been approved for The Practice for a further 4 years albeit at a lower amount of money than before. This was confirmed by Dr Nigel Watson at a recent presentation and exhibition event by Better Local Care at the hospital. Currently management are working on what resources can be provided within the new budget so the service can be developed, but there are unlikely to be any immediate changes.

The 4-year assurance, however, does mean that staff working at The Practice will be on permanent employment, rather than as short term and locums as in the

of the staffing problems encountered because of recruiting and retaining staff with an uncertain future.

Better Local Care

An exhibition and progress event was held at Lymington New Forest Hospital in June to present the work and aims of the Better Local Care team to transform out-of-hospital care and improve care in the region.

Dr Nigel Watson, Chair of South West Hampshire Better Local Care, described the difficulties faced in the area with the New Forest having almost double the national amount of people over 65 - which brings long-term health issues - and the need to both keep healthcare sustainable and make a difference in the community.

He talked about achievements of the last 12 months, including the seven days a week care at The Practice and the e-Consultation pilot which uses technology to offer patients advice and management of many common illnesses.

The evening was also an opportunity to find out about future projects, including a "One Team" concept with integrated care providers from wider fields of health and social care needs, e.g. pharmacy, end of life care and frailty - all at GP level.

To learn more, you can find brochures in the surgery or visit:

www.betterlocalcare.org.uk,
on Facebook (BetterLocalCare)
on Twitter @BetterLocalCare.

We need your help

During PPG Awareness week in June, an appeal for patients to become part of a "Virtual PPG" group, resulted in 96 responses, and from those 72 have answered

a further request for more information: 47 from Milford and 25 from Wistaria. However, more than two-thirds of the responses were from people aged over 60 and, sadly, only 1 person under 40 responded.

The surgeries do, of course, have a predominance of older patients but it is important that everyone has a voice and that the Virtual Group is representative of all ages.

So, if you are one of our younger patients, please read the following appeal and consider becoming a "virtual patient". The involvement is minimal in time and effort and would be so much appreciated.

And if you have a family member or friends who fits this younger category, please do encourage them to respond.

The purpose of the "Virtual PPG" is to provide a wide group of patients to give us their thoughts and views on a whole range of subjects and influence the care that you receive.

Your input is by email so no need to attend any meetings and, with just occasional contact, questions would be brief and to the point. Topics can vary from opening times, parking, and patients' priorities to the services that the surgery offers or could offer in the future. All your feedback is secure and confidential.

***To join this "Virtual PPG" please send an email to :
wistariamilfordppg@gmail.com***

The Virtual Group is still, of course, open to all ages and we will be pleased to have you all on board.

Please note: the PPG is not a forum for individual complaints - please follow the well-established NHS procedure on the surgery website.



Surgery opening times

Monday to Friday
8.00am to 6.30pm

**Telephone lines open
8.30am to 6.00pm**

01590 672212

Choose option 1 for a Surgery appointment,

or option 2 for The Practice

You can also book surgery appointments online

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

The Practice

(Lymington New Forest Hospital)

For an appointment call

01590 630545

Your Doctors

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

FoW Contacts

President: Dr Anthea MacAlister

Chairman: Dorothy Bishop

Treasurer: Marilyn Holmes

Secretary: Kate Swift

Members:

Marjorie Archer, Hugh Keal,

Marie Mudie, Leslie Sutton,

Gill Taunt,

Roger Snell (*Membership Secretary*)

Newsletter editor: Ruth Cornwall

Email: info@friendsofwistaria.org.uk

Tel: 07867 229982

Waitrose Green Tokens

We raised **£311**
thanks to all who placed in our box.

Notes from the Annual General Meeting

Our new Chairman Dorothy Bishop was appointed at the AGM in April, along with our new Secretary Kate Swift and a new member: Leslie Sutton.

Surgery refurbishment and patient confidentiality:

In response to a question from the floor, Dr Morris confirmed the surgery's wish to extend the lease and upgrade the surgery premises, but this was still dependent on ongoing negotiations with the landlord and NHS England.

Other questions: reduced funds, membership fee, booking online issues, and donations to speakers.

Chairman's Annual Report for 2015: The outgoing Chairman drew attention to the £14,000 of equipment that the Friends had provided during 2015 for the benefit of patients but expressed the need for new members, more fund-raising efforts and donations to continue the work of FoWS. He noted that the Friends' Newsletter is now distributed to various local outlets and sent by email to some 3000 patients. Email distribution was to be encouraged.

Dr Morris expressed thanks, on behalf of the doctors, staff and patients, to the Friends for 13 years of hard work and support, and for the equipment provided, which is in daily use and enhances patient care. He also thanked volunteers for their help at the flu clinics, the wonderful care of the gardens and the Befriending service for people

alone. He gave special thanks to Ian Bennett as an outstanding chairman and welcomed the new Chairman, Dorothy Bishop and new committee members.

Guest Speaker, Mr Chris Canning, Consultant Ophthalmologist and Director of International Development for Moorfields Eye Hospital NHS Foundation Trust, gave a very interesting and informative talk on the challenges and cultural differences when setting up Moorfields Eye Hospital's first overseas branch in Dubai in 2006: especially in relation to patient confidentiality, family decision making and the seeking of 2nd and 3rd opinions, as well as life in Dubai for the different areas of society.

The new Chairman's address

The Chairman thanked Ivor Mitchell for donating wine for the AGM evening and Marie Mudie and her helpers for setting up the room and providing nibbles.

She informed the meeting that some social events were being planned to raise more funds to carry on supporting the surgery and to have an enjoyable time.

She expressed a big "thank you" to Ian Bennett for six years of service as Chairman of the Friends and presented Ian and his wife with a wine gift voucher and a bouquet on behalf of the committee and all members.

Coffee Mornings



We welcome *members and non-members* to join us at 10.30am on the first Tuesday of the month, at the Rivers Suite (Boyd Physiotherapy entrance) in Wistaria Court.

Some planned events

Bridge drive -Autumn 2016
Pennington Vineyard visit
Art/antiques valuation
Highgrove visit 2017

Please contact Marie on 07867 229982 to register interest, offer help or with suggestions.

Table-top sale - Saturday 27 August

Outside Moore Blatch, High St. Please support our fund-raising by visiting our stalls, donating tombola prizes, cakes, spare plants etc, or with offers of help. Please contact Dorothy on 01590 677102 or 07752479126 to arrange for collection in the previous week.