



# Friends of Wistaria Surgery

# Newsletter

Winter 2016

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

## A new Doppler for the Surgery



At the request of the surgery, the FoWS has purchased a new Dopplex ABllit test machine. This is being demonstrated above by Dr Gareth and Nurse Bronwen on Chairman, Ian Bennett.

### What does a Doppler do?

A Doppler ultrasound test shows how blood flows through the major arteries and veins, alerting Doctors to the possibility of blocked or reduced blood flow in the neck which may cause strokes, and revealing blood clots in leg (deep vein thrombosis, or DVT) that could lead to a pulmonary embolism in the lungs.

The previous equipment required patients to rest for 30 minutes prior to three consecutive tests with 10 minute intervals. The hour long procedure limited how many tests the surgery could offer and patients waiting longer for an appointment. Also, the pressure cuffs had to be inflated a minimum of six times proving

uncomfortable for patients.

The new Doppler equipment does not require rest prior to testing and takes measurements in just three minutes. This dramatic reduction in time has increased the number of appointments available with a shorter waiting time and less discomfort for the patient - also patients' dignity and comfort are maintained as socks or tights need not be removed.

For these reasons, the committee decided that, at £2,676.24 this equipment would be of great benefit to many patients and make more efficient use of GP and nurses' time

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The Christmas Draw  
raised £2,232  
Many thanks to all!

## Leaving a gift for charity in your will

We are fortunate to receive some very generous donations and bequests from patients. These have enabled us to buy state-of-the-art items for the surgery, not available within the NHS budget, that directly benefit patients.

Donations may be for a specific item, such as providing more comfortable and practical seating, or simply to help in our work as a charity. We always appreciate donations and hope that they will continue. But perhaps you might consider a rather more sensitive issue of a bequest in your Will.

Leaving a gift to charity in your Will may not only give you a profound satisfaction in knowing that your support will live on, but could also express your thanks in a very positive way for

a well-run and well-equipped surgery within a Health Service that currently struggles with demand.

A bequest would help us to benefit you, the patient, and the doctors, nurses and staff who provide the best service they can. Our extra help makes a difference.

If this is something you might like to think about, let your family know of your wishes and make a provision in your Will, naming the "Friends of Wistaria Surgery" at the address given below, and quoting the Registered Charity number: 1107544.

Alternatively, you may wish to ask family and friends for donations to FoWS instead of buying flowers for the funeral of a loved one. Any way that you can help us, helps you in return.

Friends of Wistaria Surgery, 18 Avenue Road, Lympington, Hampshire SO41 9GJ  
07867 22 99 82 info@friendsofwistaria.org.uk www.friendsofwistaria.org.uk

## The Surgery is getting a makeover!

The Partners at Wistaria & Milford Surgeries are in the final stages of agreeing to a major refurbishment of our premises in Wistaria Surgery.

The Surgery was built in 2002 and, although well maintained and with minor enhancements, it now needs some major changes to improve the premises to meet the current needs of patients and staff, and to provide long-term benefits for a growing practice population. The new changes are extensive and will provide:

### Consultation rooms

- two, more fully compliant consultation rooms upstairs
- general upgrade to current consultation and treatment areas to meet with updated NHS design, specification and CQC requirements

### Reception area

- reconfigure and reposition the existing reception area and provide a glazed privacy room to for patient confidentiality
- enhance the waiting room capacity and seating areas

### General upgrades

- replace carpeting with vinyl flooring to improve infection control methods
- improve lighting and ventilation in waiting rooms and consultation rooms
- upgrade electrical wiring and incorporate TV points in all waiting areas for the use of patient information screens
- provide a further patients' toilet upstairs and refurbish and enlarge the ground floor patients' toilet to improve access and ease of use.

As you can imagine, it has taken a lot of work to get to this point and we are hoping to start building works in early 2016 and hope that you will bear with us during the refurbishment. We hope to be looking very smart and upgraded by spring 2016.

This is an excellent opportunity for us to ensure that the practice building and the surgery business are up-to-date and that we continue to provide for and meet the needs of existing and new patients, and staff, for the next 25 years.

**Jan Lamont, Practice Manager**

### *Queue at reception?*

"Check in" at the wall-mounted touch screen, (right of the reception desk) for your appointment

## The Practice

The Practice came into operation at Lymington Hospital in October and feedback so far has been very positive. It is designed to relieve the pressure on GP appointment within the surgery by offering additional GP appointments at the Hospital from **8am to 8pm, 7 days a week.**

When you telephone the surgery (8am and 6.30pm Monday to Friday), the automated system offers you two main options:

**Press 1** for an appointment at Wistria, or

**Press 2** for an appointment at The Practice

Outside surgery hours, contact **The Practice** direct on **01590 630545** between 8am and 8pm for an appointment.

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

Over 30% of patients now have email access and over 20% are using online access to

book appointments – order repeat prescriptions – update personal details leave secure messages – access medical records

**Ask at reception, email the Surgery inbox or visit the web site**

*It is easy and simple to use*

## Make a difference to someone's life



*- become a volunteer "befriender" and offer friendship and support to local people who may feel alone.*

Our clients are referred by their GP, concerned family or friend, or by agencies such as Age Concern. We arrange to visit for a chat and to assess their needs. If we think we can help and they would like a "befriender" to be in regular contact - usually involving a visit and a cup of tea - we match them with a volunteer. We aim to offer a friendly, "listening ear" on a one-to-one basis

We are not a replacement for Social Services or any other care agency. All befrienders must have a criminal record check and a brief induction. Feedback is very positive and many close and rewarding friendships have developed.

**If you could spare an hour or two a week or fortnight to make a difference to someone life, we would love to hear from you.**

**Gill Taunt, Co-ordinator: 01590 677734 or gilltant@hotmail.com**  
**Susan Antonio, Deputy Co-ordinator: 01590**



### We have joined forces with Milford

**The patient groups in Milford and Wistaria Surgeries have been combined into a single Patient Participation Group representing the interest and views of some 15,500 patients.**

The PPG committee meets on a monthly basis, headed by Ian Bennett Chairman, Mike Snell Vice-Chair and Sue Mayes, Secretary. The objectives of the PP Group is to provide a forum for discussions on topics of mutual interest and/or concern, and to provide a communication route

between patients and the two surgeries.

Also a number of subgroups have been set up and these will look at specific issues affecting patients, including:

- Lymington Hospital and the new GP Practice (The Practice) located within the hospital,
- local pharmacies and the service provided to patients'
- online access for patients (reducing congestion on the telephone and at Reception), and other IT issues.

In addition the patient group has been consulted on the plans for refurbishment of Wistaria in 2016. This includes improving patient confidentiality at Reception.

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### About us

Patient Participation Groups were set up under a Government initiative to represent all patients and to enable communication between patients and surgery medical staff on all relevant issues.

### Could you be a "virtual" patient?

The PPG, "Virtual Group" of patients provides an on-line panel of patients to be directly involved in relevant issues. If you are interested and would like to know more: Please email: [wistariamilfordppg@gmail.com](mailto:wistariamilfordppg@gmail.com)

Lymington Care Group  
For help with Hospital, GP, Health  
and Social Transport

Call: 01590 679 187

### Our Care Navigator

My first five months in the post of Care Navigator have been extremely interesting and enjoyable. I have had the pleasure to meet many interesting patients in challenging situations and have been able to help by supporting and referring them to various agencies and directing them to voluntary organisations.

In my work I see a great need for befriending: loneliness for the housebound is a problem, so if you have just an hour a week for a chat or a game of scrabble, please contact FoWS to volunteer.

The overwhelming feedback has been *'it's good to know there is someone we can turn to without inconveniencing the doctor'*. If you need any type of non-medical support, please contact me either at the surgery or on my mobile which is **077 5 959 824**.

**Sue East, Care Navigator**

### Using your local Pharmacies

In addition to supplying your prescriptions, your local pharmacist can also give you rapid advice and treatment for a range of minor ailments and infections, such as coughs, colds, sore throats, eye infections, mouth ulcers teething, nappy rash, diarrhoea, skin rashes, athlete's foot, earache etc. We have two independent pharmacists locally, these are:

**Pennington Pharmacy**

14 South Street, Lymington - Tel: 01590 673745

**Free parking**

**Open** 9am to 5.30pm, including lunchtime with a pharmacist on duty at all times

**Home delivery** Monday to Friday on request, including out of stock items, delivered to Lymington and all outlying areas except Beaulieu

**Prescriptions** collected or downloaded from Surgery daily.

**Hordle Pharmacy**

26 Ashley Lane, Hordle - Tel: 01425 610594

Offering a free prescription collection and delivery service to some areas. Please telephone for details.

*We are awaiting a response from Boots regarding the services of their pharmacies in the Lymington town centre.*



## Surgery opening times

Monday to Friday  
8.00am to 6.30pm

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

01590 672212

*Chose 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

## 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.*

Jan 5<sup>th</sup> **Andy Clarke** will be speaking on "Woofability"

Feb 2<sup>nd</sup> **Keith Allgoods** from Wessex Fire & Rescue Service

Mar 1<sup>st</sup> **Mike Culver**, HCC's 'Smart Living' campaign: "Reducing waste"



## A date for your diary

April 5<sup>th</sup> **Friends of Wistaria Surgery AGM.**  
Full details of time, venue and guest speaker, will be in the Spring Newsletter.



## We need a new Vice-Chairman

to join our Committee from April 2016, acting as Chair in the absence of the Chairman and to represent FOWS at other related meetings and fund-raising events etc. There is **no** automatic progression so there is no ongoing commitment. Our committee meetings, are held on the last Tuesday evening of each month. If you would like to find out more, please contact our current VC and proposed Chairman,

**Dorothy Bishop:** [info@friendsofwistaria.org.uk](mailto:info@friendsofwistaria.org.uk) or 07867 229982

## 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*)  
Trevor Nunn

Email:

[info@friendsofwistaria.org.uk](mailto:info@friendsofwistaria.org.uk)  
Tel: 07867 229982

## Party & Quiz

The 2015 gathering of Friends and guests for our annual Christmas Party enjoyed a wonderful selection of food provided by Friends and Alan, with wine from Ivor.

The Quiz was expertly devised and delivered by Miggi Sharp while her husband John entertained the teams when the answers escaped them.

Our President, Dr Anthea MacAllister, joined us and Dr Gareth Morris stopped by to thank everyone for their continuing support of the Surgery for the benefit of all patients.

Many thanks to all who helped make the event a great success.

## Blood Tests

Saturday mornings  
9am - 12noon.

**at Lymington Hospital**  
**No appointment necessary**



If you have enjoyed reading this newsletter  
**and found it interesting and informative, then why not join us and become a**  
Friend of Wistaria Surgery

**For just £5 a year you can help us to provide support, equipment and services for the surgery that benefit patients.** You will find an application form at the surgery waiting room or simply turn up at one of our coffee mornings on the first Tuesday of each month (see above), or phone us.

**Already a member?** When you renew, please would you 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**