



Friends of Wistaria Surgery

Newsletter

Winter 2016

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

"GOOD" – the CQC inspection results

In our last issue we reported on the Care Quality Commission's inspection of the surgery. Here is a brief summary of their report which can be viewed in full on the surgery website or go to: www.cqc.org.uk/location/1-541267065

Key areas

Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good
Older people	Good
People with long-term conditions	Good
Families, children and young people	Good
Working age people (including those recently retired and students)	Good
People experiencing poor mental health (including dementia)	Good
People whose circumstances may make them vulnerable	Good

The Inspector reports one area of **outstanding** practice:

"The **lead practice nurses** had designed a teaching package for non-clinical staff to be able to assist in chaperoning. The training was very thorough ensuring the staff understood their roles and responsibilities..." The Inspector also commended the excellent support provided by the **Friends of Wistaria, PPG,** and specifically, the **Befriending Service.**

The report's **Overall Summary** highlights the following findings: **Staff** "had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment". It describes: "a clear leadership structure and staff felt supported by management" and "high levels of staff satisfaction with a good staff retention rate"

"**Patients** said they were treated with compassion, dignity and respect" and "involved in their care and decisions about their treatment". They "found it easy to make an appointment with a named GP" and there was "continuity of care, with urgent appointments available the same day" *>continued p2*

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Have you seen the smart, new chairs?



You can help us to do more
The surgery has over 9000 patients and about 3500 are regularly emailed a copy of this newsletter. Also many others read it in the surgery, at your dentist, estate agents or other local centre.

Just think what we could achieve if only 10% or our readers joined the Friends in January 2017!

You support ...
you benefit

New Year Resolution become a Friend of Wistaria Surgery

For £5 a year and no other obligations. Or make a small donation. Thank you.

Christmas Raffle

A superb array of prizes are on display in the surgery and you can purchase tickets until the draw on 21st Dec.

Christmas Party

with St Nicholas Choir on 14th December - £5.
See back page for details.

Coughs & colds



Many different sorts of virus cause colds and adults can catch two to four colds each year with school-aged children catching up to twelve a year.

Colds are spread by touching infected surfaces (objects and people) and then touching your mouth, nose or eyes. Cold are also spread by droplets in the air from sneezing or coughing.

Symptoms include: a blocked or runny nose, sneezing, sore throat, cough, headache and generally feeling tired.

How to treat your cold: your body will usually fight off the cold on its own, without needing a visit to your GP.

However if you develop severe vomiting and diarrhoea, earache, difficulty breathing, skin rash, cough with yellow or rust coloured phlegm or extreme tiredness, consult your GP or pharmacist for advice. *There is no cure for colds as antibiotics do not work on viruses.*

What you can do to help yourself feel better: drink enough fluids to prevent dehydration; inhale steam with menthol; rest and suck sweets or lozenges with menthol or eucalyptus - these are all useful. Painkillers can help headaches and fevers, medicines containing decongestants can help a blocked nose and cough medicines maybe helpful for coughs.

Complementary medicines such as Vitamin C, zinc and the herbal remedy Echinacea are popular but there is very little evidence for their effectiveness.

To help prevent a cold eat a diet rich in vegetables and fruit, take regular exercise and don't smoke.

To help prevent spreading a cold:

try and stay away from others, wash hands regularly and throwaway tissues as soon as you have used them



>continued from p1

"The practice had a clear vision and strategy to deliver high quality care and promote good outcomes for patients", had "good facilities" and was "well equipped to treat patients and meet their needs". The inspection also highlighted an area where improvement could be made:

"The practice should make efforts to improve the care and support of patients for healthy lifestyles and long term conditions".

The report is a reassuring outcome and the Friends are pleased to have played a part in contributing to the standards of equipment and facilities at Wistaria Surgery.

Note: an "Outstanding" rating is given to less than 2% of all elements in an inspection.

Introducing Helen

Practice Pharmacist

Early in November, the surgery welcomed a new member to the practice team: Helen Plumb.

Helen is a practice pharmacist in a new post being funded for a 12 month trial by Better Local Care and the West Hampshire CCG as part of the Vanguard project.

As with the six other practices involved in the Vanguard Project, Helen will be working together with community pharmacists, hospital pharmacists and GPs, to improve the health and care of our elderly patients with multiple medication needs.

Her role will be primarily working to help patients who may be having problems with their medication, seeing them at home or in the surgery, or patients recently discharged from hospital with newly prescribed drugs. In the practice, Helen will also be involved in medication reviews and drug monitoring for high-risk patients with long-term, and complex conditions.

As well as improving care for the patients, it is hoped that Helen's presence will help GPs and remove some of the pressure on their time with patients.



Walking is a natural, easy and healthy form of exercise which will improve your general health and well-being, improve your heart health, and help to manage your weight and cholesterol.

"Walking for Health:" is being promoted by Hampshire County Council to encourage this activity for health and well-being.

Doctors recommend that you are active for 150 minutes a week, which is simply walking for 30 minutes a day, 5 days a week. So, don't forget that just leaving your car at home when you live within walking distance of work and shops adds to your total weekly activity. Or perhaps treat your dog to a longer or extra walk several times a week.

You may have read about the New Forest Walking Festival and seen leaflets and posters in the surgery. And, if you have not already got started on a walking routine, the website below gives lots of information about the benefits of walking, walking with medical conditions and how to get involved, including ideas for walks of less than 2 miles in the News Forest area.

www.walkingforhealth.org.uk

Locally, there are Sunday morning walks with a talk starting from St Thomas Church, and there is an Everton Ramblers Group for longer walks (from 2-4 miles generally). Check the "Village Voice" for information about walks in Milford on Sea.

Start walking for health today!

A queue at reception?

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



MILFORD & WISTARIA SURGERY Patient Participation Group

Online information and advice on care and support

Connect to Support Hampshire is a new online information and advice guide, and directory of local services for adults with care and support needs. This website, set up by Better Local Care for Hampshire, provides information and options as shown right.

To use this search tool, go to: <https://connectsupport.hants.gov.uk/home>, then choose one of the four options: shown opposite and then choose from more specific options.



Find information and advice



Community and care directories



Getting started



Interactive community

Better Local Care is a new partnership between local NHS and care organisations, GPs and charities.

It is responding to local need for services that:

- are easier to access,
- are closer to home,
- provide the support needed to live as happily and healthily as possible,
- enable you to do more to look after your own health and wellbeing.



Are you satisfied with your pharmacy?

To comply with their terms of service and requirements of NHS Regulations 2013, all community pharmacies must conduct an annual patient satisfaction survey by questionnaire. This allows patients to give valuable feedback on the services provided.

Questions included helpfulness of staff, cleanliness, waiting times and general efficiency.

Results of the 2016 survey are not published online but are displayed in different forms on posters in the pharmacies. Here is an indication of how local pharmacies performed in their "overall rating" (figures rounded).

Pennington	100%
Millford Hospital	98%
Boots High St Lymington	89%
Boots St Thomas St "	76%
Boots Wistaria Court	39%

The Boots pharmacies at Waitrose and Milford Village have not published a comparable rating, but do have selected results on display. *The choice is yours (This is not a PPG survey)*

About the PPG

The Patient Participation Group represents all patients and enables communication between patients and surgery medical staff on all relevant issues.

Community alarm service

If you live alone, are elderly or have health issues, the New Forest District Council's Community Alarm Service can provide you with greater confidence and independence through the installation of a community alarm.

It is a two-way speech system linked to an emergency monitoring centre, with a personal button to summon help from in your house or garden. Calls are answered 24 hours a day, 365 days a year by trained Council staff.

02380 2855453

communityalarm@nfdc.gov.uk

Alarms can be rented or purchased with a £25 installation charge

Patient Survey on access to GP services

Your surgery has recently been involved in an NHS initiative to enhance and increase access to services. NHS England would like to gather feedback from patients to assess levels of satisfaction. Please complete the online survey to share your views (it takes about 10 minutes). www.gppatientsurvey.co.uk

We are looking for more patients to join our

"Virtual Group"

and take part in questionnaire surveys via email about local healthcare issues and their experiences with the surgery

Please email

wistariamilfordppg@gmail.com

Look for the new noticeboards

in the surgery for survey results and to find more news from the PPG



Surgery opening times

Normal opening times

8.00am to 6.30pm

Mon 19th to Fri 23rd December

At Christmas - CLOSED

Saturday 24th, Sunday 25th

& Bank Holidays Monday 26th &

Tuesday 27th December

OPEN

Wednesday 28th, Thursday 29th

& Friday 30th December

At New Year - CLOSED

Sat 31st December

& Mon 2nd January

RE-OPEN on Tue 3rd January

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

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

Dr Jess Tzao

Thank you ...

to everyone who helped at the flu clinics this year and to Marie Mudie for organising the FoWS volunteers

Coffee Mornings



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

Please come along and BRING A FRIEND on

7th February: **guest speaker Clare Ricardson , Care Navigator** attached to Wistaria and Milford Surgeries (see also page 2).

7th March: **heck** the notice board in the surgery for details

Fundraising and Social Events

Christmas Party - with St Nicholas Choir

14th December at 7pm, Robert Hole Room, Lymington

Community Centre. There is still time to buy your tickets (£5) : please contact Marie Mudie on 01590 671097.

Fun Bridge Drive & Ploughman's Lunch

Friday 13th January, 12 - 4pm, £10 per person.

Please book with Mrs Lena Proudlove: 01590 674946



Make a difference to someone's life in 2017

Join our current team of 24 Befrienders who take an hour or two a week or a fortnight to visit and provide friendship and support to people on their own.

All Befrienders must have a criminal record check and an induction.

We are not a substitutes for social workers, agencies or carers.

Gill Taunt or Susan Antonio info@friendsofwistaria.org.uk

Tel: 07867 22 99 82

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 (*Befriending Organiser*)

Roger Snell (*Membership Secretary*)

Newsletter editor: Ruth Cornwall

info@friendsofwistaria.org.uk

07867 229982

Could you be our

Vice-Chairman?

... to act as Chair in the absence of the Chairman and to represent FOWS at other related meetings and fund-raising events.

There is no ongoing commitment. Committee meetings are held on the last Tuesday evening of each month. To find out more, please contact our

Chairman:

Dorothy Bishop:

info@friendsofwistaria.org.uk or

07867 229982



A £5 annual membership fee can help the Friends of Wistaria Surgery provide support, equipment and services for the surgery that directly benefits patients.

Please 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.

Renewal date: 1 January. If you wish to make a donation, please sign a Gift Aid form - available in the surgery. **THANK YOU**