

The Friends have a new website



www.friendsofwistariasurgery.weebly.com

Please take a look at our new and very easy-to-use new website which contains all the latest news and information on the Friends and our activities: Befrienders, coffee morning dates through to the end of the year; fund-raising events and purchases, plus information on local health services such as The Practice, the Minor Injuries Unit at Lymington Hospital, using your pharmacy, and other sources of information and advice on your health and care needs.

Most important to us, you can find how to become a friend and download an application form. If you have enjoyed reading our newsletters, support what we do but do not want to become a Friend you can quickly and easily make a donation to the Friends using PayPal or a card.

We regret that this is our final issue of the News

as we have been unable to find a new Editor and the surgery is no longer able to email copies to patients under the new Data Protection Regulations (GDPR) However, all our news will be on our regularly updated website. If you do not have internet access, an A4 newsheet taken from the website will be available in the box in the surgery reception area.

The concluding part of Neil Moody-Jones' article appears overleaf — find out how to help the surgery help you.



make a difference to someone's life

For information, please contact 07867 229982

The red carpet treatment

... for all of us but specially to help those with dementia or visual impairment. The new flooring was funded by the Friends to help the surgery fulfil its requirement to make the surgery more dementia friendly.

Thank you



You helped us raise £1,700 from our Easter Raffle and £372 from our Bridge event

Thank you to those who purchased tickets, who generously donated prizes, volunteers who looked after the prizes and sold the tickets ... and to organisers **Marie Mudie** and **Lena Proudlove**.

Coffee mornings

5 June James Hoare on **The Work of the Coastguard**

3 July Judy Ruffell on **Changes at Lymington Community Centre**. 10am at the River Suite, Wistaria Court

Please visit our website for future dates and watch for posters at the surgery.



Green fingers ... or just willing to lend a hand?

✿ We would like volunteers to help tend the surgery gardens. An hour or so every two or three months would be much appreciated.

✿ Could you lead our gardening team (organise the rota for April to October, lead pruning sessions on the main and raised beds in Spring and Autumn)?

Please call **07867 229982** and leave your details for Hugh Keal to call you back for a chat.

Contact us

Friends of Wistaria Surgery
18 Avenue Road, Lymington
Hampshire SO41 9GJ
07867 229982

friendswistariasurgery@gmail.com
www.friendsofwistaria.surgery.weebly.com

How you can help your practice



Dr Neil Moody-Jones from the Milford Medical Centre follows his article in the Spring issue with some tips on how you can

help yourself and the surgery.

At Milford and Wistaria we are fortunate that we currently have no doctor vacancies – in contrast to the picture painted in my Spring article about the state of GP practice in the UK. If funding allowed, we would love to employ more clinicians. However, there are several ways in which you can help ease pressure on the surgery and help improve your own experience as a patient.

Register as a patient as soon as you move here

We receive the same level of funding for a patient we never see as for a patient we see every week, and we rely on having plenty of well patients registered to provide funding for treating those who need us more regularly.

Attend review appointments



Part of our funding is based on our performance in the treatment of chronic diseases like diabetes, asthma, COPD, etc. Please attend any review appointments offered—for your benefit, but also because we then receive more resources to invest in the surgery.

Get your vaccines at the surgery



... not at a pharmacy as the practice earns extra income for providing annual flu jabs, shingles and pneumonia vaccines, etc.

Avoid missed appointments



Many patients miss appointments every week which worsens waiting times for appointments for all. Let us have your email and mobile details as we are looking to invest in a text/email reminder system.

Self-care and healthy living



Think about what other options may be available if you need advice. Your

local pharmacist can help with common minor illnesses, such as diarrhoea, minor infections, sore throats, headache, or travel advice. And by eating well, exercising, not smoking and reducing your alcohol intake, you can reduce the need for the health service in the future.

To cope with demands, we, as a practice, may need to find new ways of working, for example:



Greater use of Health Care Assistants (HCA)

HCA's do certain tasks to enable nurses to deal with more patients and focus on patients who need their input most, e.g. chronic conditions are increasing, but resources are not, so it is more efficient to meet the needs of diabetic patients with good sugar levels to see a HCA for a certain check rather than have an annual 30-minute appointment with a nurse.

Working more as one practice

Working across two practice sites can be inefficient and many branch practices in the UK are closing. Rather than close Milford, we need to work more as one practice and use joint resources wisely: for example, by asking patients to visit the other surgery for certain appointments as equipment may only be available at that site, or the best clinician for your problem is there. Last year we opened a Saturday flu clinic at Milford to patients from Wistaria also. This worked well and is likely to be repeated this year.



Greater use of text and email

To save on postage (which cost £7,300 in 2017) we will be using text/email messages to communicate with you more, but also to collect information.



Use of e-booking

Please sign up for and use our online access for booking appointments, prescriptions, etc., as this saves time for both you and the practice and can save errors.

Many thanks to Neil for his contribution and advice.

A healthy summer

Enjoy the summer and sun but take care to protect yourself.

Sun safety Use high UVA/UVB protective cream and apply regularly. Stay out of the sun if possible from 11am to 3pm on sunny days.

Hay fever Start your medication early, use a saline nasal spray, avoid being outside early morning and evening, wash your hair at night and close your windows.

Travelling abroad Check your vaccinations are up-to-date and appropriate, and book your vaccinations appointment early with a nurse. Make sure your travel insurance is up-to-date.

Barbecue safety Be sure that meat is thoroughly cooked and that utensils used on raw meat are separate from food that is ready to eat. Keep children and pets away from the cooking and never leave the barbecue unattended. Have a bucket of water handy.

If you could help at the flu clinics starting in September, please contact 07867 229982



Wistaria Surgery

Open Monday to Friday

8.00am–6.30pm

You can telephone

01590 672212

Mon–Fri 8.30am–6pm

Appointments online

www.milfordmedicalcentre.com

Out of hours call 111

Acute medical

emergency

please dial 999

The Practice

Mon–Fri 4pm–8pm

Sat 10am–6pm, Sun 10am–2pm

Call 01590 630545 during these

open hours or call the surgery

outside these hours.