

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

Friends of Loxwood Medical Practice Newsletter June 2017

WELCOME TO OUR NEWSLETTER FOR 2017 DESIGNED TO KEEP YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING

LOXWOOD VILLAGE FETE AND DOG SHOW

We are really pleased to be participating in the village fete this year on Saturday 10th June. Come along and visit our stand, we will be promoting Health and Wellbeing, as part of our continued commitment to 'Your partner for a healthier future'. We will be providing any urgent first aid on the day. There will be some interactive resources available to get you talking about everyday health issues that might relate to you, some information leaflets and even a chance to win a delicious healthy basket of fruit and veggies.



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DIARY DATES

Periodically the Practice will close to enable us to meet with other NHS staff to update any skills. During 2017 we will be closed for the afternoon on Thursday 13th July between 12.30 -5.30pm;

During these times you will need to call the 'Out of Hours' team. Their telephone number does change please call our reception and listen to the message which will give the correct telephone number for these events. During the weekend or evening you must call 111.

We will also be closed for the whole day for the following bank holidays;

- 28th August
- 25th and 26th December



TRAVEL SAFETY

We are very fortunate our nurses are fully trained in all areas of foreign travel advice. We are pleased to provide you with a comprehensive and personal travel appointment suited to the specific requirements of your destination and your own health. For us to continue to provide the best service, we need your co-operation.

It is vital that you complete a Travel Risk Assessment Form thoroughly. These can be found on our website or ask at reception. You must give us at least 4 working days to process the form. It is then your responsibility to contact us to book the recommended appointments. These can be quite lengthy and are not easily booked at short notice.

Our assessment forms the basis of our advice to you and may include vaccination which requires multiple doses and vaccines may have to be ordered.

In summary, if you have booked a last minute holiday, please bare in mind that we cannot always accommodate last minute travel vaccinations. Please see our website for links to further information and private travel clinics who may be able to see you at short notice.

ONLINE ACCESS

We are able to provide the convenience of booking appoint-



ments and ordering your medication online. If you are a parent and would like these facilities to help you manage your children's health, this can be done on request. You must complete a separate application form for each of your children. You will be given a unique, username and password that allows you secure access. However, once your child reaches the age of 16 your password will not be able to access their medical record and your child must come to reception in person with photo id to obtain a new password. (If you use your own online account to book an appointment for someone else, you must complete the notes section to indicate who that patient is.) This online function also has the ability on request, for you to see your past vaccination history and you are able to view your own coded medical record. You cannot view the coded medical record of any child between the ages of 11-16 without your child's written permission.

UPDATE YOUR MOBILE TELEPHONE NUMBER

Please let us know if you change your mobile telephone number, email or contact details. If you book a telephone consultation, the doctor or nurse will only attempt to call you back twice. Please advise reception if it is acceptable to leave a message.





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SUMMER

SUMMER

When the Summer season appears we see an increase in the number of patients concerned about moles and other skin conditions and a decrease in patients with coughs, colds and chest infections.

We should be aware of our health and body at all times of the year and are always here to help. Visit our website for helpful tips or NHS Choices www.nhs.uk for an A-Z guide on all health matters including safety in the sun.

You can also visit www.selfcareforum.org where you can obtain helpful fact sheets on many minor ailments from fevers, sore throats and eczema.

Antibiotics can fight infections that are caused by bacteria. Most coughs and colds are caused by a virus; you will get better without an antibiotic. Bacteria can become resistant to antibiotics so it is important that you only use them when necessary.



EMERGENCY

MINOR INJURIES OR A WALK-IN CENTRE?

Living in the rural countryside, with beautiful surroundings has its many advantages. It does come with some small drawbacks though, such as our vicinity to an Accident and Emergency Department or a hospital.

*Our doctors and nurses will always try to help if you need urgent medical assistance. All we ask from you in return, is that you **call ahead** to inform us the nature of your emergency. It is not always possible to help you if you just turn up without notice or an appointment and may delay the best treatment for you.*

- Call reception and explain clearly what your problem is, they are trained to signpost you to the most appropriate person.
- Give them accurate contact details, your name and date of birth.
- Reception will inform the Duty Team who will then determine the severity or urgency of your problem and provide you with clear next course of action information.
- If possible you will be asked to attend the surgery at a suitable time.



You may be directed to the nearest hospital or walk-in centre if we are not your most suitable healthcare provider.

MULTIPLE PROBLEMS?

A routine doctor or nurse appointment is scheduled to last for 10 minutes. During your consultation a clear **history** will be discussed and the reason for your visit. He or she may need to **examine** you. We



will provide you with a chaperone if necessary. All of this information will assist the doctor or nurse to work towards a **diagnosis**, which will then provide you and them with a clear **plan** for any course of treatment.

The consultation is entered onto your medical record. If you feel you might have more than one problem or ailment, please advise reception when you are booking your appointment and request a **'double'** appointment.

This gives you and the clinician time to discuss all your concerns fully and will ensure the appointments run on time and do not keep the next patient waiting unnecessarily.

