

Bloxham & Hook Norton Surgeries *Patient Newsletter*

www.bloxhamsurgery.co.uk

Issue No. 1 - September 2011

Welcome to the First Issue of our Newsletter...



Dr Anne Edwards



Dr Tim Hurst



Dr Sanjay Ramani



Dr Catherine Rose

Meet the team...

We have been keen for there to be a patient newsletter for a very long time and this first edition is thanks to the enthusiasm of our patient group.

The practice aims to offer the best possible service to patients and to do that we need to be responsive to your needs and views and also to provide you with topical and useful information.

We hope you will find this newsletter useful and together with the patient group we will have a channel for two way communication - **let us know what you think!**

Gillian Cooke –
Practice Manager



Get to know the team and keep you **well** informed!

Patient Participation Group...

There are many changes within the NHS and it encourages all practices to involve Patient participation groups (PPG) in understanding the work of their locality.

The group has come together with GPs and practice staff and they aim to share ideas as well as information and to then take action when and where appropriate.

Part of the plan is for the Newsletter to be published quarterly.

The group currently has seven patient members who meet at the surgery at 2 monthly intervals. If you are interested in finding out more or joining the group, you can contact the Chairman - Mrs G Hunt for more details on **01295 721 089** or from any other committee member.



Tracy Cuthbert



John Whitney



Linda Whitney



John Wilson



Peter Barwell



David Howard



Gwen Hunt

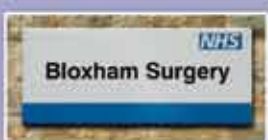
Thanks go to Peter Barwell for the photographs included in this newsletter.

Out of Hours

If you need medical assistance when we are closed please telephone our normal surgery number **084 477 8595** and you will have the option to be diverted to our Out of Hours provider.

The direct dial number for Out of Hours is **0845 345 8995**.

The number for NHS Direct if you need telephone advice is **0845 46 47**.



Confidentiality

We have a responsibility to maintain patient confidentiality and at times you may find this inconvenient.

For instance if you ask a family member to phone for your test results, unless we have your permission in advance we will not give out any information.

If you would like to authorise someone to be able to deal with your health matters we have a form that you may wish to complete.

Please ask at reception.

News from the treatment room...

We hope the articles in the newsletter will be a useful resource, full of facts, information and a general insight to the day to day workings of your practice.

Appointment availability

Are you aware that we offer extended hours with access to a GP and Practice Nurse late evenings Monday and appointments from 7am on Thursday mornings? These appointments are proving very popular and we plan to continue due to popular demand!!

On a note of appointments across the practice, please remember if you are unable to attend as scheduled it is important to let us know as this frees up the slot for another patient and is a much more efficient effective use of our time. Some appointments are allocated for 20 mins slots so 'non attenders' have a huge impact on resources we are able to offer.

The extensive range of services we aim to provide includes Health Promotion in regards weight management, smoking cessation well man/woman clinics. Contraceptive choices including long term methods such as coils and hopefully in the future we will be offering the implant...

...watch this space.

We also offer comprehensive advice in relation to foreign travel and the required vaccines that may be necessary before that trip of a lifetime or even just a brief interlude on foreign shores.

While these trips may take a long time planning or be a 'last minute dot com' please remember to factor in your travel health appointment with

Rosemary who has a PGrad Diploma in Travel Medicine, allowing maximum time possible for the potential vaccines that may be an even more important factor than your foreign currency!



This is just a brief overview of the services we offer - in future editions we will look at each area and explain in more depth. For those of you who have not ventured onto our website (www.bloxhamsurgery.co.uk)...why not dip into it. It is an up to date resource detailing the various options in house and also some additional information in relation to the health news.

Repeat prescriptions can be ordered online and now you can also access your blood results via the internet. In regards test results or appointment details as with any service provision confidentiality is a major issue so please do not think we are being difficult when we fail to release information regarding any of the above unless we have written consent from the patient on record.

On a final note, flexibility is a key component in our provision of services and we actively encourage patient participation in all that we do. So if there is something that we are not doing well or in fact not doing at all please take the time to let us know.

Mary Kitson -
Practice Nurse

Godswell Natural Therapy Centre - Homeopathy

The Godswell NT Centre is a separate facility, independent of the General Practice.

Practitioners are registered with their respective regulatory bodies and see patients on a private fee paying basis.

Juliet Smith RSHom has practised Homeopathy at Godswell since it first opened in 1996 and is a Principal Lecturer at the School of Life Sciences, University of Westminster.

Juliet describes Homeopathy as a system of medicine which involves treating the individual with highly diluted substances, mainly in tablet form, with the aim of triggering the body's natural system of healing. Based on an individual's symptoms the homeopath matches the most appropriate medicine to the patient. Juliet says that Homeopathic medicine treats

the person as a whole, rather than treating specific medical conditions. Homeopathy is based on the principle that you can treat 'like with like'. In other words a substance which causes symptoms when taken in large doses may be used in highly diluted doses to treat those same symptoms; this has led some to say that homeopathic medicines are 'nothing but water'.

Juliet reports that while we do not yet understand how homeopathic medicines work and more research is needed, there are already high-quality randomised clinical trials demonstrating that homeopathy is clinically effective beyond placebo. In addition homeopathy has an excellent safety record.

More information on homeopathy is available from Juliet on **01865 372056** or from the Society of Homeopaths website at www.homeopathy-soh.org.

Christmas is round the corner...

...well not quite but it will be here before we know it.

So this is a perfect time to remind everyone to order their repeat prescriptions well in advance.

Last year the out of hours service really struggled to manage demand and many calls were medication requests from people who had forgotten to order. Our dispensers will be busy in the build up to Christmas and will really appreciate it if you order early.

Dr Eyles is coming back!

Dr Rebecca Eyles gave birth to baby Lucy on 13 December, a little sister for Milly. When Becky comes back she will be working on Wednesdays, starting from November 2nd 2011.



Online Services

An option you might find helpful is to access test results online, via our website.

Just log onto www.bloxhamsurgery.co.uk or www.hooknortonsurgery.co.uk and follow the link to sign up for online services. You can order repeat prescriptions and request test results at a time that suits you.

Moonwalk charity success!

Following the success in previous years of Dr Harris and Dr Hurst in running the London marathon the girls decided to follow suit.

So on 16th May a group from the surgery "The Godswell Gang" took to the streets of London for the Moonwalk. It was an overnight 26 mile walk around the streets of London. There were 15,000 walkers, all raising money for breast cancer charities.

It was an amazing experience and our team raised £3,488.50 thanks to the fantastic support of patients and friends and families who sponsored us.

Flu

We are approaching the flu season again so if you are over 65 or in one of the at risk health groups please contact the surgery to book in for your flu jab.

Farewell to Dr Hayman

Dr Kathryn Hayman, who has been with us on Wednesdays this year during Dr Eyles' absence, is leaving us to take up a permanent position in Moreton-in-Marsh. She will be missed and we wish her well.

Did Not Attend

If you can't make an appointment please, please try to let us know in advance. Last month we lost several hours doctor and nurse time because patients didn't turn up for their booked appointment.

Health Checks

We are sending invitations to all patients between the age of 40 and 74 to invite them to come in for a health check. This check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes.

By taking early action you can improve your health and help prevent the onset of these conditions.

We all trained hard and finished the 26.2 miles none the worse for wear and were all back at work on the Monday morning!!



Left to right: Jeannette Guppy, Monica Overbury, Anne Waters, Gill Cooke, Maureen Moore, Anne Edwards and Rosemary Gasson.