



# Woolston Lodge Surgery

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### Useful Numbers

Woolston Lodge  
Enquiries  
023 8044 6733

Woolston Lodge  
Appointments  
023 8044 6735

NHS Direct  
0845 4647

Bitterne Walk-In  
Centre  
023 8042 6356

Primecare  
0845 601 8803

Lloyds Pharmacy  
023 8043 8155

## Message from Dr Upton

After 23 years at Woolston Lodge Surgery I now find myself as Senior Partner. It seems only yesterday that I arrived at the Surgery to replace Dr Pitts, and spent my first few years being told by patients that he was a better Doctor than me. Now we have a new team of four doctors but more importantly a large Practice team who work together and are organised to provide modern general Practice. We have had a hard six weeks since Dr Elliott retired but have all pulled together well, and we can now welcome Dr Nigel Jones and Dr Moe Moe Kyaw-Lwin to our team and move forward confidently. The Government set us very vigorous quality targets to aim for in the last year and thanks to a massive effort by all the staff we have achieved them, these are not just paper figures as they do involve improving the health of the population.

There are always areas where we fall short and we are open to constructive criticism, however I am confident that we do provide a very good service and your comments reflect this. We look forward particularly to the Surgery May Fayre on Saturday 7 May, which has been such a popular feature of surgery and community life, I personally am rather apprehensive about what Clair and her Team have arranged for me — no doubt it will include some humiliation!

## Hello from Dr Lwin

I am enjoying being part of the Woolston Lodge 'family'. I am an experienced paediatrician and also interested in dermatology and women's health. I like reading and try to meditate and avoid gardening which is not my thing!

## May Fayre 2005

Our May Fayre for 2005 is to be held on **Saturday 7th May**. We have ordered the good weather and no doubt as usual a great time will be had by all. If anyone has any items that they are able to donate we would be extremely grateful. We are looking for the following:

- Items to sell on the Plant, Bric-a-Brac, book, cake and toy Stalls
- Bottles for the Bottle Tombola
- Prizes for the Draw



Our first May Fayre was held in May 2000, and was extremely well supported by patients and staff, since then we have been holding them annually. To date we have raised a total of £6634.90, which has provided a great deal of medical equipment for the Surgery for the benefit of Patients. For more information on the day, please see Page 4.

# Patient Satisfaction Questionnaire

Not surprisingly the recent patient satisfaction Questionnaire reflected the recent uncertainty the patients have been feeling with the changes in Partners. However the vast majority of comments were very positive, an example "I consider this to be the best and most caring practice I have ever been with". We have addressed some points already, the door between the reception area and the administration office is to provide privacy and security, we now have our online repeat prescribing running, and despite what one person thought the phone is never "off the hook" - it is simply often very busy here! We always look forward to comments, I know the staff some times think a few patients could be a little more polite in view of the very great efforts that they make to satisfy every demand and in return, with regards to our own staff communication skills we have included this in the training plans for all front-line staff. It is important that you do give the Receptionists as much information as possible when booking an appointment. This will ensure that you are booked with the most appropriate person, with enough time allocated and that the clinician has some idea of the nature of the appointment prior to you entering the consultation room. All GP's at the Surgery expect the receptionists to request this information and would appreciate your co-operation. Thank you to everyone who completed a Questionnaire—this survey will be completed on an annual basis.

## Tesco Computer for Schools Vouchers

A brave young patient of the Surgery who is severely handicapped and attends St

Francis School in Fareham, is collecting Tesco computer for Schools Vouchers to enable the school to buy specially adapted computer equipment. There is a collection box on the reception desk for these vouchers — **Can you help?**

## Now Available

Order your Repeat Prescriptions on-line.  
Please ask the Receptionists for more info or log on to [www.woolstonlodge.co.uk](http://www.woolstonlodge.co.uk)

## When will my prescription be ready?

Medication Request Submitted	Prescription Ready for Collection from the Reception Desk
Saturday	Wednesday
Sunday	Wednesday
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

## Cholesterol Medication

Did you know that if you start Cholesterol treatment you must stay on for life. If you stop the tablets your cholesterol will go straight back up again!

# Active Options Exercise Referral



Please remember referral is available for any patients with diabetes, coronary heart disease and many other conditions if weight reduction would be beneficial to health. Please book an appointment to see Lisette or another member of the nursing team. Leaflets are available for further information.



# Stop Smoking



Stopping smoking can make a big difference to your health. It is never too late to stop to greatly benefit your health. See one of our Practice Nurses if you want to give up, but are finding it difficult. This is a brief summary of smoking.

## Why is smoking so bad?

Smoking is the greatest cause of early death in the UK. If you smoke, it is not just that you are likely to die earlier. Smoking-related diseases such as lung cancer, heart disease, emphysema, and chronic bronchitis can cause distressing symptoms, often for several years before death. In addition, asthma, other lung diseases, Raynaud's phenomenon, and osteoporosis are often made worse by smoking. Male smokers have an increased chance of becoming impotent in middle age (due to the damaging effect of smoking on the blood vessels). Also, on average, children who live with smokers have more illnesses than children who live in a smoke-free home.

## Some tips which may help you to stop smoking

- **Set a date for stopping**, and stop completely. (Some people prefer the idea of cutting down gradually. However, research has shown that if you smoke less cigarettes than usual, you are likely to smoke more of each cigarette, and nicotine levels remain nearly the same. Therefore, it is usually best to stop once and for all from a set date.)
- **Tell everyone** - Friends and family often give support and may help you.
- **Get rid of ashtrays, lighters, and all cigarettes.**
- **Be prepared for some withdrawal symptoms** - When you stop smoking, you are likely to get symptoms such as: feeling sick, headaches, anxiety, being irritable, craving, and just feeling awful. These symptoms are caused by the lack of nicotine that your body has been used to. They tend to peak after 12-24 hours, and then gradually ease over 2-4 weeks.
- **Be aware of situations** in which you are most likely to want to smoke (for example, the pub). Try changing your routine for the first few weeks.
- **Take one day at a time** - Mark off each successful day on a calendar. Look at it when you feel tempted to smoke, and tell yourself you don't want to start all over again.
- **Be positive** - Tell people that you don't smoke. You will smell better. After a few weeks you should feel better, taste your food more, and cough less. You will have more money, try saving the money usually spent on cigarettes and treat yourself, you'll be amazed how quickly it builds up.
- **Food.** Some people worry about gaining weight when they give up smoking as the appetite may improve. Be prepared for an increase in appetite, and try not to increase fatty or sugary foods as snacks. Try sugar-free gum and fruit instead.
- **Don't despair if you fail** and have a cigarette. You don't have to start smoking again. Examine the reasons why you felt it was more difficult at that particular time, and try again. Use a freephone telephone number for advice. (Quitters Tel: 80515221)
- **Nicotine Replacement Therapy (NRT)** can help if withdrawal symptoms are troublesome. You can get nicotine gum, sprays, patches, tablets, lozenges, and inhalers. Using one of these roughly doubles your chance of stopping smoking if you really want to stop. A pharmacist, GP, or practice nurse can advise.
- **A medicine called Bupropion (trade name 'Zyban')** is another option. It roughly doubles your chance of stopping smoking if you really want to stop. It helps reduce the symptoms of nicotine withdrawal. It may be advised by your GP if you are determined to quit, but are finding it difficult. Not all patients are able to take this drug, so we usually suggest trying NRT first.

# May Fayre



Trigger  
the Train

To be opened  
by Wrestler  
"The Flatliner"

Plenty for  
the Children

Plant, Cake,  
Book & Toy  
Stalls

BBQ

At  
Woolston Lodge Surgery  
66 Portsmouth Road  
Woolston

Entertainment

## Saturday 7th May

### 1.30pm

Bric-a-Brac

Refreshments

Grand Draw

Bouncy Castle

Tombola

AND PLENTY MORE TO  
SEE AND DO