

Woolston Lodge Surgery

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Goodbye 2010, Welcome 2011

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Useful Numbers

Woolston Lodge
Enquiries
023 8044 6733

Woolston Lodge
Appointments
023 8044 6735

NHS Direct
0845 4647

Out-Of-Hours
0845 601 8803

2010 was a year of significant change for Woolston Lodge Surgery. As you are all aware at the beginning of year Dr Upton retired and has been missed by both staff and patients. Following this we had the upheaval of the extension, which is now up and running and provides us with two further consultation rooms. During the summer months we had significant changes to our personnel with Dr Humphries and one of our Nurses, Mel Bray, both leaving for pastures new. Since then we have recruited two new Doctors and a new Nurse, by now many of you will have met Dr Ruse, Dr Casey and Zoe our Practice Nurse. We welcome our new staff and look forward to working along side them in 2011. I would like to take this opportunity to thank all of our patients who have been very supportive during this difficult time of change and all the staff look forward to providing the best possible Health Care for you all in 2011. Merry Christmas and best wishes for the new year.

Dr Jones Senior Partner

Hello from Dr Casey

Since my arrival in September I have now had a chance to meet many of you; thank you very much for making me feel so welcome. I look forward to meeting those of you I have not seen.

I'm a sports enthusiast playing hockey and badminton regularly. I am also a keen follower of Liverpool Football Club and like many of you am following the Ashes with bated breath. I live just outside of Southampton with my wife, having been married in May of this year.

Dr Casey



Introduction from Dr Ruse

I am enjoying being part of the Woolston Lodge 'family' and have received a very warm welcome. In my spare time I love to travel and also enjoy participating in Marathons. I look forward to meeting you.

Dr Ruse

New Telephone Service

Did you know you can book, cancel and check your own appointments any time, night and day?

This new telephone service is now available at the Surgery.

All you need to use this new technology is a touch-tone telephone, your contact telephone number and date of birth. When you telephone the surgery, select one for the option for the automated booking service and then follow the simple instructions.



Message from Dr Upton

It has been difficult to get out of the habit of waking at 5am ready for an early morning drive across the forest to Woolston Lodge, usually followed by a battle to log in to my computer (the system could not believe Doctors worked 13 hr days). The Surgery is never far from my thoughts and I am pleased that after a turbulent year the team is strong and remains fully committed to providing a good service to the community. On my visits to the practice I have seen the completion of the extension to the building, and we are all grateful to the Practice Manager Nigel Edwards for his foresight in masterminding the project. I have also seen how hard the staff have worked to keep abreast of the clerical demands of general practice as well as maintaining the friendly and personal service for which Woolston Lodge is known.

I send my good wishes to all my former patients; you would be surprised how often I think of you. Meanwhile my d-i-y skills have improved as we reclaim the house from the children, who have all fled the nest, I am back to cycling, and I am pleased that there is still a Dr Upton in General practice with Harriet working in Dorset.

A very Happy Christmas and New Year to you all; I hope to call in soon so keep your eyes peeled!

A New Year - A New You

Smoking—Take the Opportunity to Stop

If you smoke, stopping smoking is often the single most effective thing that you can do to reduce your risk of future illness. The risk to health falls rapidly as soon as you stop smoking (but takes a few years before the increased risk reduces completely). If you find it hard to stop smoking, then see your practice nurse for help. Medication may be advised to help you to stop if appropriate. We can measure your carbon monoxide breath level if you wish in our smoke-stop clinic.



Take some regular exercise

Anything that gets you mildly out of breath and a little sweaty is fine. For example: jogging, heavy gardening, swimming, cycling, etc. A brisk walk each day is what many people do - and that is fine. However, it is thought that the more vigorous the exercise, the better. To gain most benefit you should do at least 30 minutes of exercise on most days. Several short bursts of exercise is thought to be just as good. For example, three 10 minute bouts of exercise at different times in a day. We can refer you to 'Active Options' exercise classes if you are overweight and have a history of heart disease such as angina / heart attack and are now stable. Conditions such as diabetes can be managed with diet and exercise to improve control.

Eat a healthy diet

Briefly, a healthy diet means:

- AT LEAST five portions of *a variety of* fruit and vegetables per day.
- THE BULK OF MOST MEALS should be starch-based foods (such as cereals, wholegrain bread, potatoes, rice, pasta), plus fruit and vegetables.
- NOT MUCH fatty food such as fatty meats, cheeses, full-cream milk, fried food, butter, etc. Use low fat, mono-, or poly-unsaturated spreads.
- INCLUDE 2-3 portions of fish per week. At least one of which should be 'oily' (herring, mackerel, sardines, kippers, pilchards, salmon, or *fresh* tuna).
- If you eat meat it is best to eat lean meat, or poultry such as chicken.
- If you do fry, choose a vegetable oil such as sunflower, rapeseed or olive oil.
- Try not to add salt to food, and limit foods which are salty.



Try to lose weight if you are overweight or obese

You don't need to get to a perfect weight. If you are overweight you can gain great health benefits by losing 5-10% of your weight. This is often about 5-10 kg. (10 kg is about one and a half stone.)

Don't drink too much alcohol

A small amount of alcohol is usually fine, but too much can be harmful. Men should drink no more than 21 units per week (and no more than 4 units in any one day). Women should drink no more than 14 units per week (and no more than 3 units in any one day). One unit is in about half a pint of normal strength beer, or two thirds of a small glass of wine, or one small pub measure of spirits.



If you would like to see a Nurse for advice about smoking, diet, weight reduction or exercise referral please book an appointment at Reception.

Text Message Appointment Reminder

From 1st December we will be trialling a new text message appointment reminder system at the Practice.

Patients who have previously informed us of their mobile telephone, will be sent a text reminder 24 hours prior to their appointment.

In September we had 82 Doctors and 91 Nurse appointments wasted by patients not attending. We hope that this new system will reduce the number of patients not attending their appointment.

If you wish to start receiving text message appointment reminders please inform the receptionist of your mobile telephone number.

If we already have your mobile number but you wish to opt out from receiving text messages from the practice please inform one of our staff.

COMING SOON.....

We will soon have our online services back up and running. You will be able to book, amend and cancel appointments 24 hours a day, order repeat prescriptions and send general enquiry messages to reception. Watch this space!

Christmas and New Year Opening Times

Friday 24 December	Normal Opening Times
Saturday 25 December	Closed
Sunday 26 December	Closed
Monday 27 December	Closed
Tuesday 28 December	Closed
Wednesday 29 December	Normal Opening Times
Thursday 30 December	Normal Opening Times
Friday 31 December	Normal Opening Times
Saturday 1st January	Closed
Sunday 2nd January	Closed
Monday 3rd January	Closed
Tuesday 4th January	Normal Opening Times

AT ALL OTHER TIMES, FOR EMERGENCIES ONLY, PLEASE TELEPHONE 023 8044 6733 FOR THE OUT OF HOURS TELEPHONE NUMBER.

Merry Christmas & Happy New Year

Medicines Waste

Unused prescription medicines cost Hampshire and Southampton PCT over ten million every year.

Do you know? Sometimes patients or carers with repeat prescriptions continue to get more medicines than they really

need and stockpile them at home. Unused medicines can not be re-cycled or used by anyone else. Unused medicines kept at home are a safety risk for children and others who might take them.

How can you help? Only order what you need, check what medicines you still have before re-ordering. If you don't need the medicine don't order it! If you need the medicine in the future you can still request it. If you need to go into hospital please take all your medicines with you. Please remember your medicines are prescribed for you, it's not safe to share them. Even if you never open them, once medicines have left the pharmacy they can't be recycled. Please take unused medicines to the pharmacy for safe disposal.

Visit us at: www.woolstonlodge.co.uk