



Woolston Lodge Surgery

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Dr Elliott Retires after 28 Years

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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

As most of you will know by now, Dr Elliott will be retiring from the Practice on Friday 14th January 2005. He has been with the Surgery since 1977 and has been Senior Partner since 1990. He has cared for several generations of many families and we know from all the kind wishes that he has been receiving that many of you will miss him just as much as we will. He is

happy to know that he is leaving the Practice in excellent shape and I am sure he will be popping in from time to time. We hope he will continue with his Acupuncture sessions. We all wish him a long, happy and healthy retirement. Dr Elliott has written a farewell letter to you all, which you will find on page 2.



Our New Doctor

We are pleased to announce that Dr Nigel Jones will be joining us on 7 March 2005. There will be regular locum cover to ensure continuity of clinical care for all our patients between the time of Dr Elliott retiring and Dr Jones joining us. Dr Jones himself will be covering some of the sessions, so you may have the opportunity to meet him before he officially joins.

Hello from Dr Jones

May I start off by saying that I am looking forward to joining the practice in March. I qualified at Southampton University in 1997. Prior to that I worked in a pathology department for several years. I spent five and half years working at Southampton General Hospital before deciding to become a GP, a decision I have not regretted. Being a Welshman, I am a keen rugby fan and am looking forward to Wales beating England in the not so distant future! I also enjoy gardening and travelling. I have been married to my lovely wife Nazira for 8 years, who is an Occupational therapist in Southampton. I look forward to meeting you all in March.

Christmas Cheer



We all love Christmas because of the warm messages which we receive from our patients, we have been inundated with cards and gifts and the staff very much appreciate your kindness. Mrs Foley who regularly provides us with wonderful cakes, produced two Christmas cakes, which we auctioned among the staff and we have raised £50 for breast cancer research, a Charity dear to her heart.

Farewell Letter from Dr Elliott

It was the 1st April 1977 when I arrived at Woolston Lodge and I had only intended to stay for 6 months until I found a country practice. But time passed and you all made me feel so welcome, that I stayed for nearly 28 years! It does not seem possible that it is now time to retire and hand on to younger doctors.

During those 28 years it has been a great pleasure and privilege to know you all and to be entrusted to be of help to you in so many different ways. I have got to know your families and we have been through joys and sorrows together. It works both ways though and I have had many words of encouragement from you when the going has been tough and you have given me tremendous support. Thank you all for the friendship you have shown.

Perhaps it is old-fashioned, but I think the essence of *General Practice* is the relationship between the patient and the doctor. This is a private and special relationship and many things are addressed that cannot be measured or quantified. Confidentiality is paramount so people can feel free to talk about issues that are worrying them. It's nice, too, to talk about grandchildren, holidays, ambitions, dreams and things like that. We have all been very keen in our Practice to maintain these principles.

One trend I have seen over the years is an enormous mushrooming of paperwork and bureaucracy. I cannot really make sense of this and believe the merry-go-round of bits of paper has little benefit in terms of the quality of medical care we can provide. I often wonder who dreams up all the forms, what happens to them when we have filled them in and what difference it makes! These things about the NHS I will certainly not miss.

What I will miss is the fantastic team at Woolston Lodge including, administration staff, nurses, Doctors and community staff, always ready to help in any way they can. I can tell you that working with them has been an enormous joy and I know they are dedicated to continuing to provide you with the very best of medical care. I am sure you agree with me and I would ask you to please continue to support them in those endeavours.

I will certainly miss all of you too. I think that you are all very special patients. With fondest regards and very best wishes for the future.

John Elliott

Referral Monitoring Centre

The Referral Monitoring Centre has been set up by the Primary Care Trust to ensure that all hospital letters and referrals are directed to the correct departments, and help ensure that the hospitals are meeting their access targets and that referrals are appropriate. We have been closely involved with this exciting development and feel it has a lot to offer.

An early benefit of the new system is that you are entitled to a personal copy of any referral letter written about you. Please ask if you would like one. This is the start of the NHS providing you as a patient with more choice in your treatment.

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.

Our hard work over the last year was rewarded by a very good report from the Quality Outcome Framework Team, which visited the Practice to review all our procedures and patient care. This included a lay assessor who represented patients' interests. The report said "A well organised practice that offers good care." "Very good systems in place, everyone working well together."

Triage

If you phone to speak to the Triage Nurse and are told that she will ring you back, please keep your telephone lines clear, whilst waiting for your call back.

Online Services

Online Services help patients, as they can avoid busy phone lines and continue the service out of hours.

Before you can start using the online services you will need to contact the Surgery to arrange for an PIN number and access ID to be sent to you. You can do this either by writing or presenting at the Surgery. Once you have received your PIN number and access ID you need to register on the Practice Web site.

There are two registration screens. The information you enter on the first screen enables the system to check your identity when you log on. The second screen you enter a password and security details that no one else will know.

To register for this service patients need to be 16 and above, and must register in person and not on behalf of someone else.

Online Services Currently Available:

- **Web Messaging** - Allows patient to post queries to a central practice message screen, where administration staff can answer routine queries.
- **Change of Address** - Patients can correct their address or phone details over the internet. The changes are vetted by the Practice before acceptance and should the new address not be within our Practice Boundary you will receive a letter from us informing you of this.
- **Coming Soon** - Repeat Prescribing - This will enable patients to view a list of their current repeat medication and request a re-issue of items they require. The completed prescription will then be ready for collection at the reception desk 2 working days following the receipt of the request. We have recently seen a demonstration of this in action, which looks fantastic and we are sure will benefit many of our patients.

Visit us at: www.woolstonlodge.co.uk