



# Woolston Lodge Surgery

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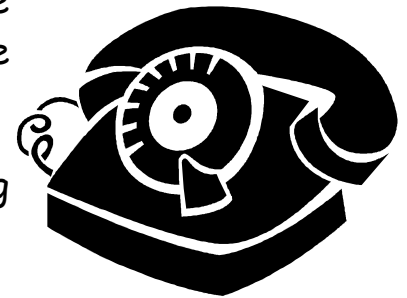
## Patient Satisfaction Survey

### ITEMS THIS ISSUE

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The results from our independent patient satisfaction survey showed improvement in the majority of areas. Our Nurse Practitioner, Debbie, scored particularly highly, a great achievement as patients often feel that only a Doctor can help them. Our telephone system was again highlighted as a problem and we have been actively looking at new systems to try and improve the telephone access for our patients. We will be having our new telephone system installed in the first week of September. The system includes many new features and we would ask for your patience during the change over.

There will be no change to existing telephone numbers.



### 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

Out-Of-Hours  
0845 601 8803

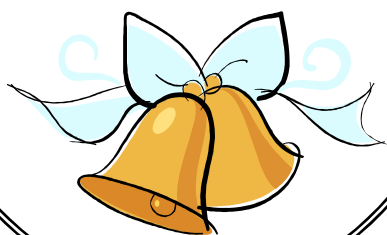
Lloyds Pharmacy  
023 8043 8155

## Politics

Recent criticism of GPs for prescribing expensive drugs came as a surprise to Southampton GPs, whose prescribing is closely monitored, both by our surgery computer system and nationally; this surgery stayed within its prescribing budget for the last year despite the need to prescribe for many chronic diseases. Our use of branded products is among the lowest in the country. Our effective use of antidepressants (as well as counselling) has led to the lowest national suicide rate ever recorded. The Government sets General Practice rigorous targets and seems unwilling to pay when we achieve them. GPs are now heavily involved with planning and directing services—hence their absence at meetings periodically.

### Marriage

Congratulation to our Assistant Practice Manager. Clair surprised us all by getting married while skiing down a mountain in America.



### News

Dr Harriet Upton is preparing for 3 years on the Isle of Wight to complete her GP training; Good Luck Dr Upton from all at Woolston Lodge

### Graduation

Congratulations to Gill, our Practice Nurse who joined us in September 2006 after qualifying.

Gill attended her Graduation ceremony on 19th July 2007 and was presented with her Bachelor of Nursing Honours Degree.

Well Done Gill



### More Baby news

Rachel our District Nurse had a baby girl in March and Receptionist Kate had a baby girl in May. Congratulations from everyone at the Surgery.

# Travel Tips

Travel overseas for business or pleasure may mean spending some weeks away from home. The longer the time spent away, the higher the chance of picking up an infection. Travellers of all backgrounds and nationalities should consider the doctor's surgery or travel clinic as a second stop after the travel agent. **Remember:** Most vaccines need to be given 2 months before departure and some vaccines need follow-up doses called boosters to provide long-term protection. Most surgeries offer advice and the most commonly needed vaccinations free of charge.

## Top Tips While You are Abroad:

- Dehydration can be a problem - drink plenty of purified water and fluids
- Do not drink, clean your teeth, wash salads or make ice from local water
- Always drink boiled, purified or bottled water - check the seal on the bottle
- Choose recently cooked hot foods, Remember "Boil it, cook it, peel it, or forget it!"
- Avoid too much sun exposure, use the appropriate strength sun block suiting your skin-type
- Use insect repellents and take antihistamine tablets / cream to treat bites
- Casual sex can lead to infections such as HIV or hepatitis B so always use a condom
- Look after your health and find out about vaccinations to help ensure you're protected.

**Travel-Related Deep Vein Thrombosis:** DVT has been linked to long-haul flights. There are no definitive causes of DVT, however it is generally agreed that immobility during travel increases the risk of development of a DVT. It occurs when blood clots form in the deep veins of the legs. Occasionally, these clots can move up the leg into the lungs. This is called a pulmonary embolus (PE) and this is the condition that is often fatal.

## Simple Precautions During the Flight:

- Make sure you are comfortable in your seat
- Bend/straighten your legs, feet and toes every half-hour or so
- Press the balls of your feet down hard against the floor or foot-rest - this will increase the blood flow in your legs and reduce clotting
- Upper body and breathing exercises can further improve circulation
- Take occasional short walks, when in-flight advice suggests this is safe
- Take advantage of refuelling stopovers to get off the plane and walk about

**Care in the Sun:** Exposure to the sun will increase your risk of skin cancer, lead to dehydration and give you sunstroke, so you should be aware of the sun all the times. It is also thought that excessive sun suppresses your immune system. Experiments have shown that UV radiation can stop your immune system protecting you properly. Drink plenty, use lots of high factor creams, move to the shade between 12 and 2. **Remember you can still burn even when you aren't sunbathing.**

**Insect Bite Avoidance:** Mosquitoes and other insects carry lots of diseases. Perhaps the best-known disease spread by insects is malaria, but there are many others that can be transmitted in the same fashion. These include dengue fever, yellow fever and sleeping sickness. If you are visiting a country where malaria is a risk, it is important to reduce the chance of an infected mosquito bite by taking all precautions available to you. Consult your doctor on the most appropriate anti-malarial medication.

**Care with Yourself:** Wash your hands after going to the toilet, and before you eat. Many diseases are transmitted by contaminated food and water. Take local advice about unsafe areas and be aware of your personal belongings and don't be too obvious with your currency.

**Care with Food:** If in doubt about the water you are using you should boil it, sterilise it with disinfectant tablets or use bottled water. Avoid ice in drinks and around food and eat freshly cooked food which is thoroughly cooked and still piping hot. Avoid food that has been kept warm, is not cooked or is uncovered i.e. exposed to the air. Also avoid Ice cream from kiosks or street traders and unpasteurised milk. Be wary of fish and shellfish. Uncooked shellfish are a particular hazard.

## May Fayre 2007

May Fayre 2007 was a great success, despite unsettled weather and various competing attractions. Over £1,300 was raised for the Friends of Woolston Lodge Surgery; We have now had eight very successful May Fayre's in the Surgery car park, in total raising £11,779.97.

The money raised this year has been used to purchase an otoscope, Dermatoscope, electronic blood pressure machines and a Liquid Nitrogen Flask for wart clinics held at the Surgery.

The May Fayre is a reminder that the Surgery is also a part of the community of Woolston, and it was wonderful to hear many patients and relatives singing the praises of our team.

Thank you to all patients who made donations to our May Fayre this year, we are extremely lucky at Woolston Lodge to have such generous and appreciative patients.

We will not be holding a May Fayre in 2008 as our main organiser is expecting a baby and will be on maternity leave. We do hope to hold our next May Fayre in May 2009.



**Visit us at:** [www.woolstonlodge.co.uk](http://www.woolstonlodge.co.uk)