



# Woolston Lodge Surgery

VOLUME 1, ISSUE 1

JUNE 2004

## News Letter

With lots of activities to report and changes in the next year we needed a Newsletter to keep you all up to date. Please fill in the tear-off slip at the end of the Newsletter to keep us up to date with our records.

---

### ITEMS THIS ISSUE

- May Fayre News
- Doctors
- Triage
- Nurse Practitioner
- Lunchtime Opening
- Out of Hours
- Have we got your Details Correct?

## Triage

In order to meet Government access targets we do need information from you when you ring for an appointment, so that we can arrange for you to be seen by the most appropriate person. The Practice Staff provide a wide range of specialised skills and there is good communication between them so that you might be seen first by a nurse who could then ask a Doctor to see you or our Nurse Practitioner or arrange a technician to do a blood test or

ECG (heart test) for example. Please provide as much information as you can when you are asked, as a lot of clinical time is wasted if patients start off with the wrong person. There is a quiet area at Reception where you can speak to staff in private. We appreciate that this may be difficult for you at times, but we do need to make appropriate use of all the skills available. If the appointment is truly personal we may ask the Triage Nurse to speak to you first.

## Nurse Practitioner

Debbie Chamberlain joined us on June 8th and brings to us nursing and consulting skills acquired in the Royal Navy and Accident and Emergency, where she worked for 10 years as the Senior Nurse Practitioner for

Haslar and St Richards Hospital, Chichester. She will liaise closely with the doctors and our Practice Nursing team and will be consulting independently and prescribing. She is looking forward to meeting you.



# Doctors

Doctor Savill will complete his cardiology training in July and his role as a GPSI (GP with a Special Interest) and Cardiology Lead for Southampton City Primary Care trust will mean he leaves the Partnership. He will continue to provide Cardiology clinics and one general session at Woolston Lodge and will be developing the Echocardiography service at Woolston Clinic. Patients registered with Dr Savill will continue to receive care under the remaining doctors of the Surgery. From 1st April 2004 following a Department of Health

Directive all patients are registered with the Surgery and not a specific Doctor. However for administration purposes patients previously registered with Dr Savill's, with surnames beginning A—E will be under Dr Elliott, F—M Dr Upton and N—Z Dr Humphries.

Doctor Elliott will retire in Jan 2005 and we will keep you up to date with our plans to mark his 27 year career at Woolston Lodge. We will be recruiting new staff, and continuing the innovative Alternative Therapy Clinics, which he has pioneered.

# Lunchtime Opening

Our Patient satisfaction Survey was very positive, but highlighted the fact that you would like us to be open at lunchtime. We have rearranged reception staff rotas so that we can achieve this from 5 July 2004. Our opening hours will be from 8am to 6:30pm, Monday to Friday, the appointment line opens at 8:30am.

# Out of Hours

The Primary Care Trust is now responsible for out of hours care and we are confident that this will lead to an improvement in provision, with increasing use of the Walk-in Centre at Bitterne Health Centre. All the GP's put in hours at the walk in centre in addition to their commitments at Woolston Lodge.

Our Surgery is closed overnight from 6.30pm to 8.00am Monday to Friday and

all weekend. If you require urgent medical care during these times please telephone Primecare on 0845 6018803. At the Surgery you will hear a recorded message giving this number. Primecare will take your details, you will be offered advice, a consultation or a home visit, depending upon your medical condition.

Date for your diary—This years flu clinic will be held on Saturday 9 October. Patients with surnames beginning A-L 8.45am to 12.00pm and M—Z 12.15pm to 3.45pm. Please make every effort to attend this day, so as not to block the Nurses treatment clinics. No appointment necessary.

## Sun and Health

**Be Aware** — The doctors have already noticed an increase in skin problems associated with exposure to sun light. Even a bad case of sun burn can have disastrous effects on the skin many years later. There are some simple measures we can all take, remember even in a "bad summer" there are much higher risks from the sun than even 20 years ago.

Too much sunlight is harmful and can damage the skin. There are two main types of damaging ultraviolet sunlight, UVA and UVB. UVA has an effect of ageing the skin and causing wrinkles and other damage to deeper layers of skin. UVB causes sun tanning but also burning. It can also cause other damage to the skin. In some people, too much UVB may cause skin cancer. All people are at risk if exposed to too much sun. People with fair skin, freckles, red or ginger hair are most at risk. In general, the darker the skin, the less risk of developing skin cancer.

**Preventing Sun Damage** — Stay out of the sun as much as possible. In particular, do not sunbathe between 10am and 2pm when the suns rays are strongest.

- When out, wear wide brimmed hats to protect the face and neck. These are the areas most commonly affected by skin cancers due to too much sunlight.
- Cover up the body as much as possible. Wear long sleeve tops and baggy shorts.
- Children's skin is more sensitive than adults. They should keep their clothes on whilst playing in the sun. All exposed areas of the body should have sunscreen applied. Wide brimmed hats with a neck protector are recommended.
- Sunscreens should be applied to all exposed areas of skin. Renew it regularly. Sunscreens are labelled with a sun protection factor (SPF). A factor of 15 or more is recommended for maximum protection. Most work by absorbing ultraviolet rays but some reflect the rays. Ones that protect against both UVA and UVB are the best. Sunscreens should be used to help protect against sunlight, not as a substitute for avoiding exposure. If swimming use a waterproof sunscreen and renew it after coming out of the water. Some sun tanning lotions do not contain sunscreen and will provide no protection.
- Beware of reflected light. On sunny days, even in the shade, a hot sun can burn if reflected from sand etc. Sunlight can also come through thin cloud and thin clothes.
- The suns rays are more powerful at higher altitudes. Beware of this. It may be cooler but you will need more protection.
- Wear sunglasses as exposure to prolonged sunlight can also damage the eyes.

**Sunburn and Sunstroke** — Short term overexposure to sun can cause burning. The skin becomes red, hot and painful. After a few days the burnt skin may peel. A cool shower or bath will help. Soothing creams such as calamine lotion will help. Paracetamol will help with pain. A mild steroid cream may be advised by a pharmacist or doctor to 'dampen down' the inflamed skin if severe. If vomiting, fever and headaches occur this may be due to sunstroke. Make sure you drink plenty of fluids and take some Paracetamol. Consult your doctor if it does not quickly settle.

# May Fayre News



The 2004 May Fayre was the best yet - apart from the weather! Clair and her wonderful team, worked all day to raise the magnificent sum of £1600, and a number of generous donations have

taken us past the £2000 mark. A highlight this year was the competition for a flight in a Microlite aircraft, Dr Humphries' husband being a maker and repairer of these craft. We plan to use the money

raised to install an electronic patient call system in the Reception Area, which will also be able to relay messages.



Dr Upton and his son Will completed their bike ride for Marie Curie Cancer Care, raising over £300 from patient and staff sponsorship.



## Have we got your details Correct?

We like to keep up to date and details like phone numbers are essential if we need to contact you urgently. We would also like to update our information on Smoking, we often know if people do smoke but not if they don't. Can you please hand this slip in at the reception desk.

Name: .....

Address: .....

Telephone Number: .....

Smoker: Yes / No                      If yes, how many per day: .....

Any comments on our Newsletter: