



# Woolston Lodge Surgery

VOLUME 6, ISSUE 2

JUNE 2009

## Open Access Clinic

### ITEMS THIS ISSUE

- Open Access Clinic
- Extension Plans
- Baby News
- Swine Flu
- Travel Clinic
- Tulip Appeal Charity Concert at Highcliffe Castle

We hope you are now aware of our new Open Access Clinic, which operates each morning between 8.30am and 10.30am, where patients with a need to be seen on the day can walk in, check in and wait to be seen. This Clinic is instead of the morning triage which used to be in operation.

We already feel that this new system is proving to be a far more efficient way of dealing with an increasing number of patients who feel that they need to be seen on the day. We would like to remind you the open access clinic is for on the day emergencies only, routine appointments can still be booked in the normal way. Please try to avoid Monday mornings if you can as this is inevitably the busiest session of the week.

### Frequently asked questions:

#### **How do I book into the walk in surgery?**

*Patients must present at the reception desk between 8.30am and 10.30am*

#### **Can I use the self check in screen?**

*No, because you won't have a pre-booked appointment. It is IMPERATIVE that you are booked in with a receptionist or you will not be logged as in the queue.*

#### **Can I phone and book myself in the queue?**

*No*

#### **Can I arrive before 8.30am?**

*No, we will not be opening the doors until 8.30am*

#### **Can I book in and then go home?**

*No, you must wait in the Surgery*

#### **So, Triage will stay for the afternoons?**

*Yes, but you need to phone after 2pm. The afternoon triage is intended for urgent acute problems which cannot safely wait until the following open access clinic.*

We will shortly be conducting a survey to find out your views on the new system. We are also in the process of updating our computer system, which will add the functionality of online booking and an automated telephone booking service.

### 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

## Extension Plans

Plans are currently underway to build a small extension to the Practice in order to increase our range of services to patients. This will include becoming a Training Practice which will involve teaching doctors how to become a General Practitioner. We are all very excited about these developments and will keep you all updated.



## Baby News

Congratulations to our Receptionist Lynette and family who had a baby girl on 2nd July.  
From everyone at Woolston Lodge Surgery

## Swine Flu

Swine flu (swine influenza) is a type of influenza (flu) that usually affects pigs. It can also be transmitted to humans. It causes flu-like symptoms and a fever and can be treated with an antiviral drug. There is no evidence that using masks helps to reduce the spread of swine flu. People with suspected swine flu should contact their GP or NHS Direct but avoid going to their doctors or the hospital as this will reduce the risk of the infection spreading.

### What are the symptoms of swine flu?

The symptoms are similar to symptoms of flu. Symptoms include a sore throat, headache, runny nose, cough, and aches and pains. These symptoms are associated with a fever (high temperature). Some people also have vomiting and diarrhoea. These symptoms usually last for a few days and then completely resolve. Swine flu currently appears to be affecting younger people rather than the elderly.

### What are the possible complications of swine flu?

Initial experience with this virus suggests that most people fully recover. However, complications may occur and they can be serious and life-threatening. The most serious complication is pneumonia which may develop and may be fatal.

**Who is at risk of swine flu?**

If you have been in Mexico and certain places in America (for example, Texas, New York or California) in the past seven days and develop flu-like symptoms then you may be at risk of swine flu. You should seek medical advice (see below). Also, if you have been in contact with anyone confirmed to have swine flu. If you develop flu-like symptoms but have not visited these countries, or visited them over one week ago, and have not been in contact with anyone who has swine flu, then you are unlikely to be at risk of developing swine flu. Note: You are **not** at risk of swine flu from eating pork. Swine flu is not transmitted by food.

**How can swine flu be prevented?**

People with symptoms of flu should stay at home until they feel better. General hygiene is important to reduce the spread of swine flu (and other diseases). This includes: Covering your nose and mouth when coughing or sneezing, using a tissue when possible. Disposing of tissues promptly. Washing your hands frequently with soap and water. Cleaning hard surfaces frequently. Ensuring children also follow this advice. It is thought that the flu vaccine may offer some protection against swine flu. Further tests are currently underway to confirm this. Development of a vaccine for swine flu is likely to take many months.

**What is the treatment of swine flu?**

Treatment of swine flu should be at home or, if very ill, in hospital. This will reduce the risk of the virus being transmitted to other people. Antiviral drugs (eg Tamiflu®) have been shown to be effective for swine flu. They do not kill the virus but interfere with the way the virus multiplies. Therefore, they do not cure influenza, but may reduce the severity and duration of symptoms and may prevent complications. Usually, treatment is given for five days. As with other flu-like illnesses, paracetamol or ibuprofen will lower your temperature, and also ease aches and pains.

**How is swine flu diagnosed?**

If you think you may be at risk of developing swine flu then you should seek medical advice. You should either telephone your GP's surgery or contact NHS Direct. Arrangements will then be made for you to have swabs taken to test for swine flu. The swabs will be delivered to your home or someone can collect them from the surgery. If you are suspected to have swine flu then you will be given an antiviral drug (eg Tamiflu®) to start straight away. The results of the swab usually take about two days to come through. If the results are normal then the treatment can be stopped. If the results are positive then you need to continue with treatment as directed by your doctor. Unless you become very ill you will be treated at home.

**Is wearing masks effective to protect from swine flu?**

There is no evidence that wearing normal face masks provides any protection from swine flu or other types of influenza. It is not recommended that you wear them. There are some facts about wearing facemasks that need to be considered, including: Wearing a mask may actually give you false reassurance that you are protected from the flu. This may mean that you are less likely to carry out good hand hygiene (washing your hands with soap and water). If facemasks are worn, then you need to change them regularly and also dispose of them properly. You need to wash your hands after removing a mask. When masks are worn, even for a short period of time, the masks become saturated with your exhaled breath so they become damp and even less effective. It has been recommended that facemasks are used for healthcare professionals who are treating people with either suspected or confirmed swine flu. The facemasks for healthcare professionals to wear when treating people with swine flu need to have a special filter. These masks need to be fitted to the face and are very uncomfortable to wear.

**Should I have a supply of Tamiflu® for my family just in case I develop flu?**

This is not necessary and is not recommended. The antiviral drugs are only given to people who have flu-like symptoms and have visited one of the high-risk countries in the past seven days. The Department of Health will have enough Tamiflu® to treat 50 million people. Using Tamiflu® when it is not necessary may lead to the virus becoming resistant to this drug. This may mean that Tamiflu® may not work when it is needed to, in people with proven swine flu.

## Travel Clinic

As from Monday 1st June we have changed the way our travel clinic is run. Patients who will be travelling aboard and require travel advice / vaccinations should complete a travel risk assessment form and return this to the practice. These forms can be obtained from the reception desk or can be downloaded from [www.woolstonlodesurgery.co.uk](http://www.woolstonlodesurgery.co.uk). Please note that a separate form should be completed for each member of the family.

Once you have returned your completed form the Practice Nurse will contact you in writing within ten days, confirming what vaccines you require and cost involved. You will then be required to telephone the surgery to arrange your appointment with the Practice Nurse.

## Tulip Appeal Charity Concert at Highcliffe Castle

William Upton, known to some of you as Dr Upton's musician son, is playing with Swing Unlimited Big Band in an open air concert in the lovely grounds of Highcliffe Castle on Sunday July 12<sup>th</sup> from 3-6pm. This annual event draws an audience of several thousand people who use the free park and ride from the seafront car park at Highcliffe for an afternoon of big band, funk, jazz and pop from this popular big band. Why not pack a picnic and some low chairs and come to this seaside concert in aid of a local Breast Cancer Charity? For the computer buffs among you, you can hear clips from last year on the SUBB Group website by going to 'Videos'. Admission free, donations welcomed, the Castle tearooms will be open.

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