



Woolston Lodge Surgery

VOLUME 6, ISSUE 1

MARCH 2009

Looking back at 2008

ITEMS THIS ISSUE

- Looking back at 2008
- New Appointment System
- How to Sleep better without tablets
- Exercise Referral
- Your telephone number
- When will my prescription be ready?
- Repeat Prescriptions online
- Automated Arrivals System

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

2008 saw the departure of some familiar faces, and the arrival of new staff who are already vital to the running of Woolston Lodge Surgery. Our youngest arrival, Sakina, the daughter of Dr Nigel Jones and Naz, has already brightened our lives, as did George, the one year old son of Assistant Practice Manager Clair. George volunteered to dress up as Santa Claus for the Practice Christmas nibbles, and played percussion with Dr Upton's son William, who started Music College this year. As usual we were overwhelmed by the cards and presents we received for simply doing our job - you are very kind!

On a sad note we lost 75 patients who died during 2008. This meant that many families had a difficult Christmas and New Year coping with bereavement; we appreciate this and our thoughts are with you. As a practice we have over twice the national average of over-75 year old patients, and looking after them requires a dedicated team. We are fortunate to have Karyn Gamble Elderly Care Facilitator and Julie Harding Community Matron as part of our Primary Health Care Team. Patients are discussed regularly at team meetings with up to 25 Woolston Lodge and attached staff present and plans of action drawn up. There is no doubt that this has improved the lives of many patients; it is sad that schemes are afoot that might take them away from us. Although there is a need for Complex Care Management to avoid inappropriate hospital admissions, this should not be achieved by depleting existing services.

We welcomed Nigel Edwards as our practice Manager and Joy Carling as our Nurse Practitioner in 2008, and Mel Bray has replaced our much-loved Nurse Janet Joyce in January. Staff change but Woolston Lodge continues to provide family-orientated General Practice in its traditional way (now from 6:30am to up to 8:30pm). On a personal note, Dr Upton will be 60 in October, at the moment he can't face the prospect of tidying up his room if he had to leave! We are bursting at the seams in our present accommodation, and our teaching of Medical Students from Southampton School of Medicine, which is highly regarded, is affected by room occupancy constraints. There may be an opportunity to extend the building; we are looking into it.



New Appointment System starting in April—see page 2 for more details

New Appointment System

Each year the practice completes an independent patient satisfaction survey. The survey we completed in January was analysed using the General Practice Assessment Questionnaire (GPAQ). One particular area in need of improvement is our appointment system and therefore as a result on **Monday 6th April 2009** the way we see patients who feel that they need to be seen on the day will be changing. We will no longer operate a nurse triage system in the morning, instead we will have a walk in surgery between 8.30am and 10.30am where patients with a need to be seen on the day will walk in, check in and wait to be seen. It is intended that this new system will prove 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.

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

May we take this opportunity to thank the patients who took the time to complete and return the questionnaires and for the comments contained in them.



Baby News

Congratulations to Dr Jones and Naz on the safe arrival of Sakina.

From everyone at Woolston Lodge Surgery

How to sleep better without tablets

- Many people have trouble sleeping. Often better sleep can be achieved without the need for medication. Early morning waking can be a sign of depression; you should seek advice from your doctor if this is the case.
- People need less sleep as they get older. Do not be unrealistic. If you are nodding off in the afternoon, you will not sleep at night.
- Do not go to bed until you are tired.
- Try to develop a routine and stick to it.
- Make your bedroom and bed as comfortable as possible.
- Avoid stimulant drinks like coffee and tea during the evening; alcohol is not recommended as a sedative.
- Try listening to the radio; TV may be too stimulating; BBC 7 often has enjoyable readings
- Make sure you have had some exercise during the day. Walking the dog in the evening is good for you and the dog!
- If worries keep you from sleeping, keep a pen and paper by the bed and write down anything that is troubling you.
- If pain such as from arthritis stops you settling adjust the time of taking your tablets; one or two Paracetamol tablets might be the answer.
- Making a deliberate effort to relax can be useful; start with your right arm and imagine it relaxing and drifting upwards, then do the same for your left arm, right leg, left leg and body... you may be asleep by now!
- Large bookshops and web site such as Amazon have CDs which are intended to help you sleep; some people find them helpful.
- Prescribed and over the counter sleeping tablets may work for a few days but your body soon gets used to them and they then make matters worse; never use them more than a few days a week. If you are using sleeping tablets more than this, see your Doctor.

Exercise Referral

Please remember referral is available for any patients with diabetes, coronary heart disease and many other conditions if weight reduction would be beneficial to health. Please book an appointment to see Lisette or another member of the nursing team. leaflets are available for further information.



Your Telephone Number

Do we have your correct telephone number?

If not, please update this at reception. Thank You

When will my prescription be ready?

Medication Request Submitted	Prescription Ready for Collection from the Reception Desk
Saturday	Wednesday
Sunday	Wednesday
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Now Available

Order your Repeat Prescriptions on-line. Please ask the Receptionists for more info or log on to www.woolstonlodge.co.uk

Automated Arrivals System

Have you used our automated arrivals system to book in for your appointment? The arrivals system enables you to automatically check in at the practice without having to tell the receptionist you have arrived, therefore reducing queues at the reception desk and allowing the receptionist to deal with other more complicated enquiries. The system is quick and simple to use and lets the receptionist and doctor know you have arrived.

Visit us at: www.woolstonlodge.co.uk