



# Woolston Lodge Surgery

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### Useful Numbers

Woolston Lodge  
Enquiries  
023 8044 6733

Woolston Lodge  
Appointments  
023 8044 6735

NHS Direct  
0845 4647

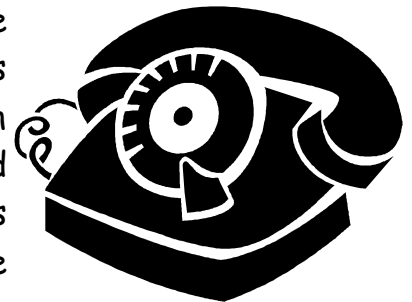
Bitterne Walk-In  
Centre  
023 8042 6356

Out-Of-Hours  
0845 601 8803

Lloyds Pharmacy  
023 8043 8155

## New Telephone System

Our new system has now been in place for nearly two months, there were some initial teething problems which we hope have now been addressed. We are grateful for all of your comments and we are still trying our best to incorporate the new options within the system to ensure the smooth and efficient running of the Surgery. Many positive comments have been received with regard to better telephone access. The options give you the opportunity to speak to the member of staff most relevant for your needs, so we would be grateful if you would only use the emergency / home visit option if the care you require falls into these categories. We are pleased that the average wait for a call to be answered is less than one minute, there are of course busy times when this is not always possible which tend to be between 8.30am - 9am and 2pm - 2.30pm. We are happy as always to receive feedback in an attempt to give you the best possible service.



## Flu Jabs

We tried a weekday Flu Jab Day and managed to increase our total for the day to nearly 800; well done to all who worked so hard. We still have vaccines available for anyone who missed out, and can arrange home visits for our housebound patients - just let us know. The Raffle raised £300 for the Friends of Woolston Lodge Surgery - please let us know if you have any ideas of what we can purchase for the benefit of our Surgery patients; remember the Matrix board which calls you into the Doctor's room and gives you lots of news was bought with Friends money from the May Fayre.

### Prescription Pre-Payment Certificates

The current prescription charge is £6.85. If you have several medications on a regular basis, it may be worthwhile buying a season ticket for pre-payment of prescription charges, these are currently £26.85 for three months and £98.70 for twelve months.

### Rumours

Rumours of Dr Upton's retirement are about again; he says Mrs Upton does not want him under her feet yet, and he is actually younger than he looks. Some years before he hangs up his stethoscope.

### Baby News

Now that Assistant Practice Manager Clair Hayward is about to go on Maternity Leave we are realising it will take about 8 people to replace her. The Office will at least look more business like without her collection of cuddly toys and Winnie the Pooh memorabilia. We all wish Clair, Paul and the new baby (Tigger?) well; meanwhile Kate our Receptionist will be back in the New Year.

### Your Comments

We welcome your comments on the Surgery. We are often touched by little messages from you thanking individuals for 'going the extra mile' to help them. We managed to squeeze one patient into hospital for an operation in time for her to get to Australia on holiday; this involved several staff in hours of phoning and was much appreciated. A lot of staff time is spent chasing up appointments, booking transport and generally ensuring that things run smoothly. Inevitably things do not always go according to plan, but we do try!!



# Diabetes—What is Diabetes?

Diabetes mellitus (simply called diabetes) occurs when the level of glucose (sugar) in the blood becomes higher than normal. There are two main types of diabetes: type 1 diabetes and type 2 diabetes.

## Type 2 Diabetes

Type 2 diabetes occurs mainly in people aged over 40. The first line treatment is diet, weight control and physical activity. If the blood glucose level remains high despite these measures, then tablets to reduce the blood glucose levels are usually advised. Insulin injections are needed in some cases. Other treatments include reducing blood pressure if it is high, and other measures to reduce the risk of complications. The three common symptoms of type 2 diabetes are:

- **Being thirsty a lot of the time**
- **Passing large amounts of urine**
- **Tiredness**

## Type 1 Diabetes

In type 1 diabetes the beta cells in the pancreas stop making insulin. The illness and symptoms develop quickly (over days or weeks) because the level of insulin in the blood-stream becomes very low. Type 1 diabetes used to be known as juvenile, early onset or insulin dependant diabetes. It usually first develops in children or young adults. Type 1 diabetes is treated with insulin injections and diet.

## How is diabetes diagnosed?

A simple dipstick test can detect glucose in a sample of urine. If you have glucose in your urine it is likely that you have diabetes. Urine does not naturally contain glucose—if the blood glucose level goes above a certain level, then some glucose “spills” through the kidneys into the urine. However some people have kidneys that are more “leaky” than usual and glucose may leak into the urine with a normal blood level. Therefore if your urine contains glucose you should have a blood test to measure the blood level of glucose. This can confirm or rule out diabetes. The blood test is usually done in the morning as it is a fasting blood test.

If you have any concerns please book an appointment with the nurses. Don't forget if you have diabetes you need a regular check-up with the nurse, a yearly flu jab and retinal screening (a check-up of the back of the eyes).

# History of the Practice

Woolston Lodge Surgery is the longest established medical practice in Woolston, serving people in the East of Southampton and environs. We have a long tradition of providing high quality medical care for local people, using an interdisciplinary team approach. Our aim is to maintain that very high standard by continuing to develop our practice along modern lines, whilst retaining the personal touch of good old fashioned family doctoring.

## Past Buildings



Eastcliff



Bungalow  
(1972 - 1997)



Portacabins  
(1997 - 1998)



Hazeleigh Medical Centre  
(1998 - Current)

## May Fayre

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.

We would be very interested to hear from anyone who has any photo's of past buildings or any stories to tell!

**Visit us at:**

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