



Woolston Lodge Surgery

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Nebulisers—Where are they?

Several of our asthma nebulisers have gone missing after being lent to patients.

They belong to the surgery and we would like them back. If you need a permanent Nebuliser we can arrange this with the Respiratory Centre or tell you how to buy one, so please return our property.

Free Flu Jabs

This year's walk-in flu clinic at Woolston Lodge will be held on Saturday 9 October. Patients with the surname beginning A to M 8.30am to 12pm and N to Z 1pm to 4pm. Please make every effort to attend this clinic.

It takes ten to twenty-one days for the vaccine to help your body to protect you against Flu, so you need to have your vaccine early in the season.

Flu Jabs are FREE to the following groups of people:

- Aged 65 or over
- Patients with Asthma and Chronic Obstructive Airways Disease (including children)
- Heart Disease
- Kidney Disorders
- Diabetes
- Difficulty Fighting Infection (e.g. Chemotherapy Patients).

Hello from Debbie

Since starting at the Practice in June, I've been made to feel very welcome by the staff and all patients that I've met.

My new role is very exciting but my title "Nurse Practitioner" can be a bit confusing, so I thought I would take this opportunity to explain my role. I'm a qualified nurse like all the other Practice Nurses but I've chosen to extend my skills by taking various courses that allow me to examine, diagnose and prescribe for certain ailments. I am very happy to see most conditions for example, coughs, colds, chest infections, sore throats, earache, rashes, aches & pains, lumps & bumps, urine infections, dizzy spells, headaches, eye infections. If you ring for an appointment with a long standing problem or want a change of medication you will probably be better seeing your GP.

I look forward to meeting you in the future.

Debbie Chamberlain, Nurse Practitioner.

Friends of Woolston Lodge Surgery News

All our fundraising has meant we can afford a new electronic patient call system, which will appear in the waiting room soon. It will also include items of news, details of when doctors are running late (it does happen!) and all patients, especially the hearing impaired, should find it useful.

Mr Eric Adams, a real Friend of the Surgery, has made a superb Tombola / Raffle Drum, which will be christened at the raffle for the flu Jab day on Saturday 9th October. Thank you Mr Adams.



Satisfaction Survey

The Surgery scored very highly in the recent independent satisfaction Surgery, thank you for all the compliments! We are not resting on our laurels; we now open at lunchtimes in response to your comments.

Success by Degrees

Senior Partner Dr John Elliott has gained an MSc degree from University College London after an arduous course, undertaken in his spare time, looking at hypnosis in the treatment of blood pressure. If you want to be formal he is now John Elliott MSc MB ChB (Edin) MRCPsych DObstRCOG

Our Team

Have you noticed that the doctors can access your hospital letters and results at the touch of a button, often the next day? This is thanks to the high level of technology available to us and the skills of our staff. Woolston Lodge is a team and we are fortunate to have dedicated and loyal staff at all levels.

Hospital Appointments

If you have been referred to the Hospital but are feeling better and no longer wish to be seen, please call the hospital and let them know, so that your appointment can be given to someone else. You will also need to inform the hospital if you change your address.

Think before asking for Antibiotics

We are all familiar with the growth of "superbugs" and how MRSA has got a foothold in our hospitals. Have you ever asked what we can do about the situation so as to prevent the development of even more dangerous superbugs?

One thing we need to know is that our own bodies are very good at fighting infection and we can deal with most everyday infections by taking simple precautions, such as vitamin C and fluids and allowing our bodies to do just that. Experts are telling us to use our natural defences to fight infection so that our immune systems can be strengthened. Having an infection may be uncomfortable and the immune system takes a while to get things under control, but thereafter it can prevent a recurrence of infection. It's a bit like going to the gym for a workout - it is uncomfortable, but you are stronger as a result.

Antibiotics do not work against virus infections and if you take antibiotics it can prolong the agony by reducing the body's own response. Some conditions, such as glandular fever where there is no chemical treatment, can be considerably prolonged if you take antibiotics. Glue ear in children is another condition in which antibiotics can cause problems.

There is a form of infective diarrhoea called Campylobacter where bacteriologists ask doctors not to prescribe antibiotics even though we know they would work. The reason is that if we gave antibiotics all the time the bacteria would get used to them and in ten years we would end up with yet more dangerous resistant strains.

Your doctors are now asking you to work with them to try to prevent bigger problems in the future. What you need to do is to say to the doctor "Do I really need that antibiotic or would it be better if I allowed my own body to fight the infection?" Your doctor would be more than pleased with this response! By being very careful about taking antibiotics now we can all do our bit to keep control over infections so that things are safer for future generations.

There are a number of things you can do to help prevent infections. Always drink plenty of water to keep the body well hydrated and take exercise because we know this can tone up the immune system. Relax as much as you can - happy people get fewer infections. Have a good laugh and boost your immune system! Vitamin C helps in many ways in the body including increased resistance. Echinacea is a herbal remedy that you can take to help recover from an infection but you should only take this for a month. There are many more things you can do and we will mention some of these in future newsletters.

We are asking you to work with us to solve the problem of superbugs and we are sure you will want to help. When the doctor says an antibiotic is not the best way of dealing with an infection he is helping in two ways. He is reducing the risk of superbugs and he is also encouraging your immune system to do a bit of work so that you can fight infections in the future.

The best thing you can do is to always ask the doctor if an antibiotic is really necessary before accepting it.

Do you need a Chaperone?

Please don't be afraid to ask for a chaperone if you need reassurance for an intimate examination; a chaperone is a person (usually female) who can be present in the room to ensure that your feelings are respected when the doctor examines you. We would much rather you ask than to have you feeling embarrassed or having unanswered questions. At the moment the chaperone would be a member of the Nursing or Reception team.

Online Services

Online Services help patients, as they can avoid busy phone lines and continue to the service out of hours.

Before you can start using the online services you will need to contact the Surgery to arrange for an PIN number and access ID to be sent to you. You can do this either by writing or presenting at the Surgery. Once you have received your PIN number and access ID you need to register on the Practice Web site.

There are two registration screens. The information you enter on the first screen enables the system to check your identity when you log on. The second screen you enter a password and security details that no one else will know.

To register for this service patients need to be 16 and above, and must register in person and not for someone else.

Online Services Currently Available:

- **Web Messaging** - Allows patient to post queries to a central practice message screen, where administration staff can answer routine queries.
- **Change of Address** - Patients can correct their address or phone details over the internet. The changes are vetted by the Practice before acceptance and should the new address not be within our Practice Boundary you will receive a letter from us informing you of this.
- **Coming Soon - Repeat Prescribing** - This will enable patients to view a list of their current repeat medication and request a re-issue of items they require. The completed prescription will then be ready for collection at the reception desk 2 working days following the receipt of the request.

Visit us at:
www.woolstonlodge.co.uk