

The Panton Practice

Newsletter November 2013

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Parking at Gervis Road

We must kindly ask our patients who choose to park at our **Gervis Road Surgery** not to park blocking the right of way that exists to the right of the property accessing the rear of the building.

In addition the doctors need access to the rear and ambulances must be able to park in the drive when called. At times some patients can be rather inconsiderate and thoughtless and this to say the least unhelpful

Carer? Cared For?

Do you know anyone who is a Carer or who is Cared For? If so please let Alison Thomas at the Practice as she is our Carers Lead and can provide information and signposting to various support services

Premises Improvements and Development

Hopefully many of you who have visited the Practice will have seen the internal refits that have taken place during 2013 to both ground floors at Gervis and St Leonard's Road Surgeries. At this point we are completing the final redecoration at St Leonard's Road to finish this particular project.



At Gervis Road we are also well into the building of an extension to Consulting Room 4 in association with The Deanery who support us as a Training Practice together with Studio Four Architects and Greendale Construction— a locally based company. This will certainly be complete before Christmas and will provide improved facilities for patients and doctors. We are very aware that parking at Gervis Road has been even more restricted

during the construction phase as the builders have taken over the whole rear car park and of course we have had to make use of upstairs rooms, which is not ideal. Therefore we would like to thank both our patients and staff for their support in managing the situation and look forward to the completion of the project which is on time.

Whilst discussing premises we continue to work with potential developers, the Borough Council and NHS England to identify

possible sites for a brand new building. As many will know this process has been ongoing since 2004 with inevitable 'highs and lows' however this remains a top priority in our development plan and we will keep our patients informed when a realistic proposition has been identified and terms agreed.

Wear it Pink Day

We were delighted to engage with the national 'Wear it Pink' campaign lead by our own Patient Participation Group awareness and funds for provided tea, coffee and various cards for sale. We raised a on the morning of the 25th Jenny Furber (PPG Chair), Sandra Harhill in particular ing the cakes and cards and Thanks also to staff for assisting contributing so willingly towards event



Executive in order to raise Breast Cancer. The Group pro-cakes together with a raffle and sum of £ 100 in just a few hours October. We would like to thank Peter Furber, Brenda Dickerson, for their time and effort in mak-for donating the raffle prize.

the proceedings and our patients for a much needed charity fundraising



Lymphoedema and Lipodema Support Group

A new support group has been started by one of our patients Mrs Margaret Butler specifically for those who suffer from primary or secondary Lymphoedema or Lipodema

Margaret would like you all to know — You are not alone. Why not join your local support group. Meetings take place at 10:30 every se-

cond Monday in the month for coffee and shared support and information at Castle-Point Library, Castle Lane West near Nat-West Bank.

For further information contact Mrs Margaret Butler Tel 01202 300939 Mobile 07938 546485 or email maggie.butler@talktalk.net

See also <http://www.lymphoedema.org/>

65 or over or in At Risk Group—Get your Flu Vaccination see www.thepantonpractice.co.uk

Online Access to Appointments and Repeat Prescriptions

We are delighted to begin to offer patients the ability to register to book appointments on line via the TPP System One Website. System One is the clinical system used by this Practice in common with a number of local practices. You will need to come to the Surgery in person with photo-id and ask the receptionist for details of how to register your interest for System One Online. Our Audit Team will then contact you and arrange to supply you with a username and first password.' Then to start using the service click on the image below:



Please note: Online prescription ordering is also available via System One Online. For the present we will retain the existing email ordering via the practice website but would ask patients use **one method only** to avoid confusion

TPP are also pleased to announce that SystmOnline is now available to patients as an 'app' for iPhones, iPads and other Apple devices running the iOS operating system.

The app is listed on the App Store and is free to download. To download the app, search for "SystmOnline" in the app store.

A PDF guide explaining the necessary configuration in SystmOne and the differences between the SystmOnline app and website will be published shortly.

A screenshot of the 'app' log in is shown below;



Thinking of Moving Home?



If you move please do tell us. If you move Out of this Area please tell us. If you change your telephone numbers please tell us. If your Next of Kin details change please let us know. Then we can help maintain good communications and provide continuity in your care

email pat.groom@dorset.nhs.uk

Home Visits

This service is **strictly** for patients who are housebound and/or too ill to travel to the Surgery. A GP could see up to six patients in Surgery in the time it takes to complete one home visit. Therefore it is a resource that must please be used correctly. If you need a Home Visit call 0844 477 3490 daily, ideally before 11am Monday to Friday

ANNUAL MEDICATION REVIEWS

Please note that when your annual medication review is due it is not normally necessary for you to come into the Surgery unless the doctor specifically requests you to attend. Annual reviews may on occasion slightly delay your repeat script until the doctor has reviewed your needs. Remember our doctors work at both sites and that not all are full time. Thank you.

NHS Care Data

Routine appointments are strictly for 12 minutes only. If you have additional matters please arrange another appointment. If you keep the doctor late all his following patients will be late

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone. This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice.

If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care". More information can be found here:

www.nhs.uk/caredata

MJOG Texting Service

Many of you will have used our previous text cancellation service.

We have now changed provider for a more sophisticated service known as MJOG. This is a very useful application for patients and the surgery in providing reminders for appointments at the Practice and give patients the opportunity to cancel in advance by replying to the message so avoiding missing appointments, having Did Not Arrive notification on your record and ensuring that appointments are not lost to other patients.

MJOG also allows us to inform you of other health related messages, annual reviews or practice information.

We only use text based services for internal practice use to deliver related health issues, messages and reminders personally to you.

We will not use this service for any other non health related purpose or allow any third party access to this service.

Please let us know if you change your mobile number

Practice Equipment Fund

We do appreciate where possible if patients feel able to make any contributions towards improving or replacing practice equipment for the benefit of all our patients

If you feel able to do so please ask Reception or mark any correspondence for the attention of Mrs Jill Franklin Finance Manager on 01202 411706

Patient Group

Books and DVD's

Please return your book or DVD to the Practice Bookcase once read or viewed to allow another person to enjoy

Urgent Sit and Wait

Same Day Service

We offer morning and afternoon urgent sit and wait clinics at both surgeries daily

Please attend these clinics only if you have an urgent matter

The receptionist will ask you to give an indication of the reason for your attendance to assist the doctor—you may decline this request

TRAVEL ADVICE

From organising travel insurance and vaccinations to preventing DVT and jet lag, here's what to think about before you travel. Travelling abroad is exciting, but with so many things to see and do when you get there, the basics of health and safety are often neglected.

Every year, people living in the UK go on more than 60 million trips abroad. Most have a safe trip, but some people get ill or have an accident and need medical treatment while they're away.

Travel vaccinations—please plan well ahead

Start preparing for your trip six weeks before you go.

Read the latest health advice for the country you're travelling using NATHNAC's interactive world map, and check the travel safety updates with the Foreign & Commonwealth Office.

You may need travel vaccines or, if diseases such as malaria are a risk, you may need to start protecting yourself well in advance.

Prepare a kit of travel health essentials, including sunscreen, painkillers, antiseptic, insect repellent and anti-diarrhoea pills. These will be useful wherever you're going.

Sexual health experts advise taking condoms with you to avoid the risk of buying fake brands, which may be unsafe, when you get there.

"Make sure your vaccinations are up to date and check whether you need any extra travel vaccines depending on your itinerary," says Lynda Bramham, senior nurse advisor for Medical Advisory Services for Travellers Abroad (MASTA).

Travel insurance — a personal responsibility

Whether you're off on a six-month trek to the Himalayas or a family holiday in Spain, it's vital to have the right travel insurance.

Make sure your policy covers your destination and the duration of your stay, as well as any specific activities you might do. For example, don't assume your winter sports policy will cover off-piste skiing.

When travelling in Europe, make sure you have a valid European Health Insurance Card (EHIC).

This will entitle you to free or reduced-cost medical care. However, the EHIC won't cover you for everything that travel insurance can, such as emergency travel back to the UK.

DVT and jet lag

If you think you may be at risk of developing deep vein thrombosis (DVT), seek advice from your GP before travel. Once abroad you will need to consult a local doctor.

On long-haul flights, get up from your seat to walk around and stretch your legs whenever you can. Drink regularly but avoid alcohol. Wear loose, comfortable clothes. There is evidence to suggest that compression stockings are effective in reducing the risk of developing DVT.

To get over jet lag quickly, adjust to your destination as soon as possible. Set your watch to the time at your destination as soon as you board the plane and try to eat and sleep according to appropriate times in your destination.

See www.nhschoices.nhs.uk

COULD YOU SAVE A LIFE?

Find out how you can save a life by volunteering to help your community as a First Responder, trained and equipped to provide certain treatment in life threatening situations prior to the arrival of an ambulance.

For more information ring 0845 0021 999 or go to website www.nwas-responders.info

Going on Holiday?

Do you have sufficient medication to see you through your time away from home? Please if you are going away try to plan ahead regarding your need for reissues of repeat medication.

Speak for advice to the Repeat Prescribing Team who will be able to assist you **01202 411701**

You should always ensure you have travel insurance and carry a EHIC Card see: www.nhschoices.nhs.uk

Useful Telephone Numbers

District Nursing Team 01202 315458
 Health Visitors St Leonard's 01202 517443
 Poole General 01202 665511
 Prescriptions 01202 411701
 Boots Bournemouth 01202 551713
 Breast Screening Unit 01202 665558
 Pregnancy Advice Service 01202 558762
 Rowlands Pharmacy 01202 528643
 Drugs Helpline 01202 304455
 Lloyds 01202 554923

The Panton Practice 01202 411700
 Darzi Centre 01202 727969
 (weekends only)
 Bournemouth Council 01202 451451
 NHS Direct 0845 46 47
 Relate 01202 311231
 Royal Bournemouth 01202 303626
 Social Services 01202 293631
 Health Authority 01202 893000
 Bournemouth PCT 01202 541400

The Panton Practice

Gervis Rd

Tel: 01202 411700

Fax 01202 411709

St Leonard's Rd

Tel: 01202 411700

Fax: 01202 541249

We are on the web
www.thepantonpractice.co.uk

THE PANTON PRACTICE

DR NICK PANTON JOINED THE PRACTICE IN 1976 AND SERVED THE NEEDS OF OUR PATIENTS UNTIL RETIRING IN 2010. THE PRACTICE SERVES THE PRIMARY CARE MEDICAL NEEDS OF OVER 11,500 PATIENTS LIVING BOTH ON THE EAST CLIFF AND CHARMINSTER AREAS OF BOURNEMOUTH. WE HAVE FIVE GP PARTNERS, THE SENIOR PARTNER BEING DR ADAM SAWYER WITH DR KING, DR MCKENNA, DR ROB GRAHAM AND DR CLARE MARSHALL PLUS SALARIED GP'S DR REBECCA HORN AND DR UTE MCCRUDEN. AS A TRAINING PRACTICE WE NORMALLY HAVE TWO REGISTRARS & ON OCCASION FINAL YEAR MEDICAL STUDENTS.

WE OFFER EXTENDED PRIMARY CARE SERVICES SUCH AS PHYSIOTHERAPY (CLINIC AT SHELLEY ROAD), COUNSELLING, PSYCHOLOGY AS WELL AS BABY CLINICS, A FULL TRAVEL SERVICE, IMMUNISATION CLINICS AND MIDWIFERY SERVICES. THE PRACTICE LIST SIZE NOW STANDS AT 12,000 PATIENTS.

PLEASE FEEL FREE TO LOOK AT OUR WEB SITE <http://www.thepantonpractice.co.uk> AND PICK UP A COPY OF OUR NEW PRACTICE HANDBOOK FROM RECEPTION.

The Panton Practice Organisation and Tasks Nov13

