



WILLOW GREEN SURGERY



Volume 15 Issue 14 **NEWSLETTER** December 2018

MERRY CHRISTMAS

Willow Green Surgery would like to wish our Patients a very Merry Christmas and a Happy and Healthy New Year.



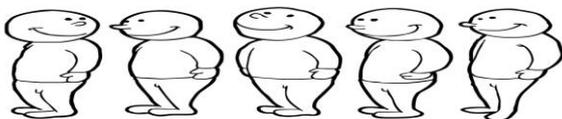
PRESCRIPTIONS

Please remember to order and collect your repeat medication in plenty of time for the holiday period.

ONLINE ACCESS

- Order prescriptions
- Book /cancel /view appointments online
- View/print blood test results
- Summary Record Access
- Detailed Coded Records

Avoid the queue on the phone and at Reception!



Request a user name and password now at Reception.

Would you like to receive text messages and e-mails or look at your records online?

Ask at Reception now & complete a consent form.

KEEP WELL THIS WINTER

CHRISTMAS OPENING TIMES

Monday 24th December – 8:00am – 18:00

Tuesday 25th December - CLOSED

Wednesday 26th December - CLOSED

Thursday 27th December - 7:30 – 18:00

Friday 28th December – 8:00 – 18:00

Saturday 29th December – CLOSED

Sunday 30th December – CLOSED

Monday 31st December – 8:00 – 18:00

Tuesday 1st January – CLOSED

From Wednesday 2nd January 2019 - Normal Hours

PLEASE ENSURE YOU HAVE COLLECTED YOUR PRESCRIPTIONS BEFORE THE BREAK

PLEASE RING 01903 785152 IF YOU NEED A DOCTOR FOR A MEDICAL EMERGENCY

A BIG THANK YOU

Angela Cathcart, our very own HCA and superstar, completed two runs for charity in October. Chichester Half Marathon and the Great South Run. Well done and thank you so much Angela.

A huge thank you, to all our patients who donated to her charity, which was Patient link this time.

You raised £319.76.



WILLOW GREEN PPG

The next meeting of the WGPPG is on Saturday 12th January 2019 at 10.30 am.

If you would like to attend the meeting please contact Sonia Jacob at willowgreenppg@gmail.com or speak to the receptionist.

GP ACCESS HUBS

What is the GP Improved Access Hub?

The GP Improved Access Hub has been set up in collaboration with GP practices within the Locality to help patients get more access to healthcare. The service is designed to help take the pressure off GP surgeries to allow them to see people with more complex long-term conditions and to reduce attendance at Emergency Departments in hospitals so they can concentrate on emergencies.

Patients can be seen for ONE new or urgent problem in ONE appointment.

We are not able to deal with support or management of long-term conditions, Mental Health or pregnancy related issues and are unable to issue repeat prescriptions.

Appointments

Appointments are available from (13:30pm – 7:30pm) Mondays to Friday and on Saturdays (10:00am – 1:45pm). Appointments are accessed through your usual GP practice. The clinics are run by GPs, Nurses and Paramedic Practitioners.

Your Medical Records

GPAH are bound by the same levels of confidentiality as your usual GP practice is. The clinicians here will have access to your medical records from your GP practice to enable them to consult with you and to treat you safely and comprehensively. The notes from your appointment here will be made available to your GP surgery. We also share data with Coastal West Sussex CCG to evaluate the success of the project.

EAR IRRIGATION

As widely reported in the media, General Practice is currently working in times of unprecedented pressure. Hence we are unable to continue to provide the level of service that our patients have been used to and it is with

sadness that cuts have to be made. Willow Green has made the difficult decision to withdraw the Ear Syringing service.

This will take effect from 1st January 2019.

Guidance advises ear syringing is very rarely clinically indicated, a self help guide to Ear Care is available in our Reception. If on the rare occasion it is indicated our GPs would be able to refer patients in to the ENT service for micro-suction.

PATIENT LINK

Patient Link are currently looking for a Treasurer and also Drivers to help steer them forward! For an informal chat, please leave your name and number on the Patient Link phone 788142 and our chairman will ring you.

A big thanks to everyone who has donated or purchased books.

We always need more books please hand them in at Reception.

Charity number 1127311

KEEPING WELL THIS WINTER

Many minor illnesses can be treated at home with basic medicines that are available from your local pharmacy. Stocking up on essential medicines can help you avoid a trip to the GP or even A&E.

Medicine cabinet essentials include:

Painkillers such as aspirin, paracetamol, and ibuprofen, anti-diarrhoea tablets and rehydration powders. Indigestion treatment, Bandages and plasters, antiseptic cream or spray.

MOVING

Have you moved recently? If you or anyone in your household has changed name, address or telephone number please let one of our team know or fill out the form at reception. Thank you!

