

Spring



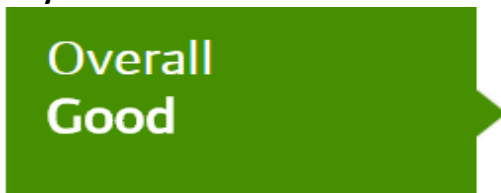
STAFF NEWS

We welcome Lisa to our Reception team. Sandy our Diabetic and Urgent Care Nurse is retiring at the end of March after nearly 15 years working with us. We wish her a happy long retirement full of gardening, baking and happiness!

CQC INSPECTION

In January we were inspected by the Care Quality Commission, the independent regulator of all health and social care services in England.

They rated our services as:



Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

THE KEY FINDINGS:

- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment. Patient feedback was consistently positive.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments available the same day.
- Information about services and how to complain was available and easy to understand.
- There was an open and transparent approach to safety. Risks to patients were assessed and well managed.

- The practice used care registers to identify those patients in need of additional support and assistance.
- There was a focus on the needs of each population group registered and recognition of the higher than average elderly population.
- The practice was proactive in identifying patients with caring responsibilities and delivering advice and support to this group.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- There was an innovative approach to delivery of care and the practice piloted new services.
- The practice demonstrated a commitment to health promotion and prevention of poor health.

The full report is available on the CQC website <http://www.cqc.org.uk/location/1-542908033?>

FLU VACCINATIONS

We had a low up-take for the annual flu vaccination this year compared with other GP Practices. We offered the vaccine from September to everyone in an at risk group, including all patients over 65s. We invited many people in for the vaccine at least 3 times with no response.

The reason many of our patients gave for choosing to not have the vaccine was that it had 'given them flu in the past'. This is a myth and not possible as the vaccine contains an inactive form of the virus. Patients who forgot to have the vaccine in the Autumn also believed it was then too late to have the vaccination. This is also untrue as over the last few years the number of cases of influenza has peaked in March.

In recent months over 100 of our patients have needed medical attention for influenza and many more have been unwell and treated themselves at home. Many people could have avoided the illness if they had the vaccine.

Flu is more likely to cause severe illness in pregnant women than in others, due to changes

in the immune system during pregnancy. Please have the vaccine if you are pregnant during next flu season.

For 2017 the flu vaccination is available from late September so make a note in your diary to look out for our flu clinics.

connectsupport.hants.gov.uk

The help you need to help yourself

- Information and advice on all aspects of adult social care and support*
- Find community groups and local activities near you*
- Search for care at home providers and care homes in Hampshire*

Connect to Support Hampshire is a new online guide and directory of local services for adults with care and support needs. If you do not have a computer at home you can ask for help at New Milton Library.

CARERS

If you are a Carer please let us know. We are here to help you.

When you are a carer it is often difficult to have a real break or time off for yourself. You can get tired and run down, and your own health may suffer. Tell your GP that you are a carer and ask to be put on the carers register. In most cases the surgery can then let you know about other organisations that can help; offer you a carer health check ; Give you a free flu vaccination and share information with you about the person you care for to help you in your caring role (with their permission).

DO YOU HAVE AN EMAIL ADDRESS & MOBILE NUMBER?

We would like to send more correspondence via email and/or text message for speed and your convenience. Please keep us up-to-date with your

current numbers and email address for use should we need to contact you.

To ensure that confidentiality is maintained we ask that the mobile number and email address you provide us with is personal to only you. Please do not provide details of a shared mobile phone or an email address that another family member may have already given us.

We wasted £6000 on postage last year. We hope to reduce this going forward so we can invest money into patient services. If you move house please let us know your new details as soon as possible.

STROKE?

Think FAST & save a life
CALL 999

- F**ace – Can they smile? Does one side droop?
- A**rm – Can they lift both arms? Is one weak?
- S**peech – Is their speech slurred or muddled?
- T**ime – To call 999.

If you see these signs call 999 FAST.

If you think you or someone else is having a stroke call 999 as you need to get to hospital quickly. Please do not delay treatment by calling us first.

THE PRACTICE AT LYMINGTON HOSPITAL

Increasing numbers of our patients have now attended our joint branch surgery at 'The Practice' surgery at Lymington Hospital. The opening times at Lymington have recently changed to:

Monday- Friday: 4pm- 8pm
Saturday: 10am – 6pm
Sunday: 10am – 2pm

You can book an appointment through our surgery or by contacting the 'The Practice' directly on 01590 630545 during opening hours.