

# PRINCES GARDENS SURGERY NEWSLETTER – SPRING 2016

## Online Medical Record Viewing



Online medical record viewing is now available at Princes Gardens Surgery for those patients over the age of 16. Information about your immunisations, medications, allergies, adverse reactions and letters from hospitals and outside agencies is instantly available whenever you need it. There are links to Patient.co.uk information leaflets, providing further context and information, helping you understand more about your conditions and medications without needing to contact the practice.

To gain access to your on-line medical record, you must provide photo identity (passport or driving licence) plus one other form of proof of identity such as a bank statement or utility bill.

Please ask at Reception if you would like to know more.

## Electronic Prescription Service (EPS)

You can choose to collect your medication from a nominated pharmacy which will avoid the need to visit the practice to collect a paper prescription. The practice can send prescriptions electronically to the pharmacy of your choice. Please ask at Reception or visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients).



## Named GP

All patients registered at the practice, including children, have been allocated a named GP who is responsible for their overall care and administrative tasks.

**Having a named GP does not prevent you seeing any other doctor in the practice of your choosing.**

If you would like to know who your named GP is, please ask during your next consultation or at reception.

## Family & Friends Test

All surgeries are required to give their patients the opportunity to give feedback about the surgery via the 'Friends and Family Test'. This is a simple question, asked after you have had a consultation at the surgery, about how likely you are to recommend us to friends and family if they needed similar care or treatment.

If you would like to participate please use our iPad kiosk located opposite the nurse's treatments rooms.

All responses are completely anonymous and the results are recorded monthly and provided to NHS England for review.

**Before you go home,**  
we'd appreciate it if you could complete this survey.



## Patient Participation Group (PPG)



As a practice we value our patients' opinions on how our practice is run. We have a Patient Participation Group and welcome input from patients. We would like to know how we can improve our service to you and how you perceive our surgery and staff.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people for non-British ethnic groups.

The PPG meet every 3 months on a Thursday evening. If you are interested in joining our PPG please ask reception.

## Quit Smoking Service

Do you, a friend or family member want to quit smoking?

We provide a Free NHS stop smoking clinic called Quit4Life.

If you would like more information please make an appointment with our Quit4Life nurse Leigh-Anne.

## Wasted Appointments

We continue to have a lot of people not attending their appointments. If you cannot attend, please contact the surgery to cancel and re-book.

Last month **207** patients failed to attend their appointment.

## Antibiotic Resistance

Both the NHS and health organisations across the world are trying to reduce their use of antibiotics, especially for conditions that are not serious. This is to try and combat the problem of antibiotic resistance, which is when a strain of bacteria no longer responds to treatment with one or more types of antibiotics.

Take these simple actions:

- Don't ask for antibiotics, treat your cold and flu symptoms with pharmacist advice and over the counter medication
- Take antibiotics exactly as prescribed, finish the course, never save them for later or share them with others

## 'Bless you'.....Hayfever Season is nearly here!

Hay fever is a common allergic condition that affects up to one in five people at some point in their life. It is caused by an allergy to airborne substances such as grass or hay pollen. Hayfever usually occurs during spring and summer months. Exactly when you get it depends on which pollens you are allergic to. Hayfever symptoms can be similar to a cold, and include a runny nose, watery eyes and repeated sneezing attacks.

There's currently no cure for hay fever, but most people are able to relieve symptoms with treatment, at least to a certain extent. Hay fever can often be controlled using over-the-counter medication from your pharmacist. However, if your symptoms are more troublesome it's worth speaking to your GP, as you may require prescription medication.

## Booking your summer holiday??

**Thinking of an exotic location? Don't forget your travel vaccinations!!**



We run special clinics where adequate time can be set aside to discuss even complex travel plans. Travel nurse appointments aim to better prepare travellers to enjoy their trip abroad, by providing individually tailored travel health information and advice, including any vaccinations and medications that may be required to help minimise the risk of illness whilst abroad.

You don't always need vaccinations to travel abroad. If you do, the recommended vaccinations will vary depending on:

- which country you're visiting and, in some cases, which part of the country
- the season or time of year when you'll be travelling (for example, the rainy season)
- whether you'll be staying in a rural area or an urban or developed area
- what you'll be doing during your stay, such as working in or visiting rural areas
- how long you'll be staying
- your age and health

Courses can sometimes take a few weeks to complete and so **we advise seeing the nurse at least 6-8 weeks before you intend to travel.**

## Patient Education Event

The 5 Aldershot GP Practices held a successful Patient Education Event in the Wellington Centre on the 24<sup>th</sup> March 2016. Alongside the practices offering self-care advice and blood pressure checks we were joined by:

- Aldershot Health Visitor Team
- Quit4Life
- Diabetes UK
- Aldershot Wellbeing Centre/Safehaven Café
- NHS Sexual Health

**If you would like further self-care advice, please visit our self-care display in the waiting room.**

## Appointments

Please remember that your appointment time is **10 minutes**. If you know that you need to see a doctor for more than one problem then please inform the receptionist of this when booking your appointment.



## Social Media



Join the conversation on Twitter:  
[www.twitter.com/princes\\_gardens](http://www.twitter.com/princes_gardens)



Find us on Facebook:  
[www.facebook.com/princes.gardens](http://www.facebook.com/princes.gardens)

Visit our website: [www.princesgardenssurgery.com](http://www.princesgardenssurgery.com)

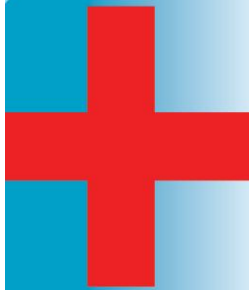
**NHS choices**  
[www.nhs.uk](http://www.nhs.uk)

## LOCAL CHEMISTS

<b>Boots, Wellington Centre</b>	<b>01252 317444</b>
<b>Heath End, Farnborough Road</b>	<b>01252 323289</b>
<b>Intergro (Delivery only)</b>	<b>01252 447226</b>
<b>Lloyds; Lower Farnham Road</b>	<b>01252 333400</b>
<b>Rowlands, ACFH</b>	<b>01252 329098</b>
<b>Sainsbury's, Water Lane</b>	<b>01252 718061</b>
<b>Superdrug, Wellington Centre</b>	<b>01252 317295</b>
<b>Tescos, Wellington Avenue</b>	<b>01252 803449</b>
<b>Vernons, North Lane</b>	<b>01252 314018</b>
<b>Wellington, High Street</b>	<b>01252 332551</b>



## USEFUL TELEPHONE NUMBERS



<b>24 Hour NHS Health Advice Service</b>	<b>111</b>
<b>Hampshire Council - Adult Services</b>	<b>0300 555 1386</b>
<b>Domestic Abuse Service</b>	<b>0808 2000 247</b>
<b>Samaritans</b>	<b>116 123</b>
<b>Hampshire Police</b>	<b>0845 045 4545</b>
<b>Life Threatening Emergency</b>	<b>999</b>
<b>Emergency Dentist</b>	<b>111</b>
<b>Mental Health Crisis Line</b>	<b>0300 456 8342</b>

**Unsure? - Call NHS 111 or visit [www.nhs.uk](http://www.nhs.uk)**

<b>Self Care</b>	Hangover Grazed knee Sore throat Cough	See NHS choices for advice <a href="http://www.nhs.uk">www.nhs.uk</a> .
<b>Pharmacist</b>	Diarrhoea Minor infections Headache Bites and stings	Your local pharmacist can help with lots of everyday ailments and offers good advice.
<b>GP Surgery</b>	Feverish Children Vomiting Ear pain Feeling ill	For infections and persistent symptoms or if your child has a high temperature choose your Doctor.
<b>NHS 111</b>	Unwell, unsure, confused? Need help fast?	
<b>GP Services Out of Hours</b>	Urgently need a GP during the evening or at the weekend.	
<b>Accident and Emergency (A&amp;E) or 999</b>	Choking Chest Pain Suspected stroke Blacking out Bleeding you can't stop Struggling to breathe	Visit A&E at Frimley Park Hospital or call 999 for an ambulance.

**Choose Well**  
Get the right treatment for your symptoms.