



## Staff Leaving

We are very sorry to announce that Dr Olivia Herbert will be leaving the Practice at the end of March. Dr Herbert's husband has taken a job elsewhere and so she will be relocating. She fitted in so very well with the Practice and we will be extremely sad to see her go. We are actively looking for a permanent replacement but in the meantime Dr Alastair Bush will be joining us as a long term locum to cover Dr Herbert's hours from April.

We will not be reallocating any of her registered patients to another GP until we have a new registering doctor but if you are a patient of Dr Herbert's, you will be able to book to see any of the other GPs in the meantime. We will keep you updated with recruitment progress.

## New Website

The Practice is launching a new website! It is packed with useful information and provides self-help guides and videos about the most common conditions, symptom checkers and signposting to other services including **e-Consults**. Please do take a look at it at <http://www.emsworthsurgery.nhs.uk> or click on the link on the current website. This site is currently under testing, so we will continue to run both sites until we are happy with its functionality. Please do leave feedback on the new site if you have any problems.

## E-Consults

Our **e-Consult** service is gaining momentum! This service enables patients to access medical advice via the Practice website. At any time 24/7 a patient can submit a condition-based questionnaire to the GP for a response by the end of the next working day with feedback and treatment options. This service is **not** for urgent problems and unfortunately is **not** available to those under the age of 18.

The features and benefits of **e-Consult** are:-

- ◆ Significant improvements in patient access to their GP
- ◆ Better health outcomes through earlier detection of significant symptoms and earlier intervention
- ◆ Better Practice efficiency with more focused use of clinical capacity
- ◆ A safe, convenient way for patients to self-manage or consult with their own GP

You can also use this service for general or administrative enquiries, for example, if you need to request a follow up sick certificate or have a query about a blood test / x-ray etc.

## Home Visits

If you are too ill to attend surgery or are housebound you may telephone the surgery to request a home visit. The receptionist will require certain information at this point to ensure that the doctor has all of the details necessary to ascertain that the visit is appropriate and how urgent it is likely to be. Please help by giving as much information as possible on request. A doctor may well call you back before a visit is allocated.

If you feel you need to request a home visit, please telephone the surgery before 11am if at all possible – you may not get your registered doctor and may have to wait much longer if not.

The doctor will not visit if the request for the visit is purely because you do not have transport to get to the surgery. Generally children would be expected to be brought to the surgery also.

## Repeat Prescription Requests

Please note that if you do not have a printed repeat prescription slip with which to order repeat medication, you will be asked to complete a request form at the reception desk. We will now require you to include the **dose** (as well as the **name**) of any medication when you complete this slip. We will absolutely **not** be able to accept your request unless we have all of the necessary information to ensure that no mistakes are made. Please allow **3 working days** for your request to be processed. This is because of the volume of requests we receive. Thank you.

### **Urine Tests**

Many patients bring urine samples in to the Practice to be tested. This may be because your doctor has asked you to or because you suspect that you may have a urinary tract infection and would like a sample checked. Please note that we will only accept samples brought in before 11.00am. If you have symptoms after this time and are feeling unwell, you will be referred to the duty doctor/nurse. If you are feeling well, please wait until the following day to drop a sample off.

Please **do not** post urine samples through the letter box! Thank you.

### **Up to Date Information**

Please keep us updated when you change your address, telephone numbers and email address. It is especially important that we have the correct contact numbers for you as sometimes we may need to get hold of you urgently to change an appointment or if a clinician is off sick etc. In addition, we now have a texting service available which we can use to contact you on your mobile with any important information. Please see the receptionist if you need to update any of your details. Thank you.

### **Carers**

If you are looking after or caring for someone please do let us know. Our receptionist, Abbie, keeps a register of carers and is here to help you with information you may require or with any problems you may have. Once registered she will stay in touch with you if you would like and keep you updated with things which may be of interest to you. We are pleased to announce that we have recently become a 'Dementia Friendly Practice'. The Patient Participation Group have organised a talk in March regarding Dementia. Please see the Patient Participation Group article below for further details.

### **Out of Area Patients**

Our patient list is ever increasing with the new local housing developments and for this reason we are having to become stricter about not registering new patients who live outside our Practice boundary which is set and agreed with the NHS England. There is an additional outer boundary within which existing patients can remain registered if they move. If you live outside our Practice boundary but have been registered with us for many years and a member of your family moves back in with you from another area then unfortunately we will not be able to register them with the Practice even if they have previously been registered. Please visit our website where you can type in your post code to see if you are outside of the Practice area.

### **News from the Patient Participation Group**

The PPG has been actively trying to provide a defibrillator for the centre of Emsworth village which will be available 24 hours a day. We are now close to achieving this thanks largely to the persistent efforts of one of our committee members, Janet Barradell. The Friends of Emsworth Community Health have generously funded the project and the Emsworth Co-op store has most kindly agreed to fit and maintain a secure box on its outside wall. The defibrillator is temporarily held in the Manager's office from 7am to 10pm but the external installation will hopefully be complete by Monday 20th February. We are most grateful to all who have helped with this life-saving project.

We are proud of the achievement of the staff of Emsworth Surgery in being awarded the status of a "Dementia Friendly Practice" and to complement this our next health talk will be on Dementia/Alzheimer's Disease. We are delighted to have two eminent physicians for the elderly from Southampton speaking, Dr Mark Baxter and Dr Shehram Moghul. Their presentation will be of great interest to those who care for and are worried about relatives and those who are themselves concerned about forgetfulness and confusion.

The talk will take place on Tuesday 28th March 2017 at St James Church, Emsworth from 7pm until 9pm. Refreshments will be offered upon arrival. Tickets are not needed.

**Jim Strudwick, Chair Emsworth Surgery PPG**