

Dr R F Muir, MB BS MRCPsych MRCGP  
Dr M Blackman, MB ChB MRCGP DRCOG  
Dr D O'Driscoll, MB BCh MRCGP DRCOG  
Dr S Munnelly, MA MBBS MRCGP DRCOG



THE LODGE SURGERY

Lodge Road  
Chippenham  
Wiltshire  
SN15 3SY  
Tel: 0844 477 0919  
Fax: 01249 447350

## Summer 2015 Newsletter

### Named GP for Every Patient Under 75 Years of Age

By the end of June 2015 all patients (including children) will have been assigned a named, accountable GP. This will normally be your registered GP. The named GP will take lead responsibility for the coordination of all appropriate services required and ensure they are delivered to each of their patients where required.

You will still be able to see any GP at the practice and not only your named GP. We will be informing patients of their named GP during the year by various methods or you can contact the practice if you wish to know who your named GP is. If you have a preference for your named GP please let us know and we will make every effort to accommodate this request.

### Staff Vacancy P/T Medical Receptionist

Full in-house training given, must be flexible.

Please apply in writing with CV to Lynn Holder, Practice Manager at the surgery or at [enquiries.lodgesurgery@nhs.net](mailto:enquiries.lodgesurgery@nhs.net).

Closing Date: Tuesday 18 August 2015

### Extended Hours Clinics

We hold regular clinics for patients who cannot attend appointments during normal working hours. These clinics are arranged by rota and are held on Tuesday and Wednesday evenings from 6.30 pm to 7.30 pm and on one Saturday morning a month from 8 am to 11 am.

### Family and Friends Test

The Friends and Family Test is a quick and easy way to tell us about your experience here today. The NHS wants your feedback to ensure that the quality of your care is the best possible. To complete the test either fill in a paper slip at the surgery or go to our website [www.thelodgesurgery.co.uk](http://www.thelodgesurgery.co.uk) and fill in the test online.

### Dr Joanne Glover

We are delighted to welcome Dr Joanne Glover to Lodge Surgery from August for a period of 12 months.

Dr Glover is a GP Trainee in her final year of studying to become a GP. She will be available for appointments every day except Wednesdays.

### 24hr ECG

Lodge Surgery is taking part in a local pilot scheme offering patients 24 hour ECGs at the surgery rather than travelling to hospital in Bath or Swindon. Not only does this cut down on travelling time and expense for patients but also reduces stress. The pilot scheme is funded by Wiltshire CCG and will be reviewed to make sure patients are benefiting from the change.

### Check In Screen

Did you use our check in screen when you arrived for your appointment today? Using the screen to tell us you have arrived for your appointment frees the receptionists to help patients with queries whether in person or on the telephone. This helps to keep the queues to a minimum. If you didn't use it today why not give it a try next time? It's very straightforward to use, just follow the onscreen instructions.

When you have finished reading this, please leave in the waiting room.

## Hot Weather Advice

High temperatures can be dangerous, especially for the elderly, the very young and people with chronic or long-term medical conditions.

- Keep plenty of water to hand and stay in the shade whenever possible.
- Identify the coolest room in the house, so you can go there to keep cool.
- Try to avoid going outside between 11am and 3pm, as this is the hottest part of the day.
- Drink water or fruit juice regularly and avoid tea, coffee and alcohol.
- Cool the skin with a wet sponge or flannel.
- People with heart problems, breathing difficulties or serious illnesses may symptoms become worse in hot weather, so make sure you have enough medicines in stock and take extra care to keep cool.

## Heat Exhaustion and Heatstroke

Heat exhaustion can happen to anyone in hot weather, and if it isn't treated can lead to heatstroke, which can be dangerous and even fatal. If you or anyone else feels unwell, drink water and go somewhere cool to rest. Don't leave babies, children or elderly people alone in a hot car.

## Carer Support Award

We are pleased to announce that Carer Support Wiltshire have awarded us the 'Gold Standard Plus Award' for the second year running for our work with carers!

If you think you are a carer please ask at Reception for a Carer's Pack and we will add you to our Register.

Carer Support Wiltshire is a local charity supporting people who care for family members and friends. For information about the free services they offer, useful news, events and days out, visit their website:

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

## Your Contact Details

It's very important that the contact details we hold for you are up to date as we occasionally need to contact patients urgently.

We also contact some patients by text message so if you have recently changed your mobile number or if you have moved or changed landline number please let us know.

## Hay Fever Season

If you suffer from hay fever your local chemist can supply most medications over the counter, both traditional and alternative. If you have prescribed medication each year please make sure you have some in date for use when you need it.

## Repeat Prescriptions

If you are going away on holiday this summer please ensure you have sufficient medication to last the duration of your time away. Make sure you request any repeat medication requirements well in advance of your departure date.

## Missed Appointments

Every missed appointment is precious clinical time wasted. As you can see from the statistics below, every month we suffer a high number of missed appointments. You may be surprised to learn that each month over 20 hours of clinical time is wasted due to patients failing to attend their booked appointments. Patients can cancel an appointment that is no longer needed by calling our 24 hour telephone number (0844 477 0919) or via our website at [www.thelodgesurgery.co.uk](http://www.thelodgesurgery.co.uk)

### Appointments Missed 2015:

January	115	April	96
February	113	May	131
March	155	June	137

When you have finished reading this, please leave in the waiting room.