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## Winter 2015/6 Newsletter

### Fitness to Work Data Extraction

This practice may supply personal health data to comply with its legal obligations from time to time, as directed by the Secretary of State for Health, or other recognised Statutory Authority.

Anonymised data on the use of fit notes is being provided to the HSCIC on behalf of the Department of Health, and the Department for Work and Pensions. This will enable the Department for Work and Pensions to undertake research analysis to inform policy relating to employment and sickness absence, including evaluation of Fit for Work.

More information can be found on our website.

### New Telephone System

We are pleased to let patients know that we will be upgrading to a new digital telephone system during the first week of December which will allow for queuing in the order of calls made.

The only number to contact us by is our local call rate number shown below which is unchanged. Our other number beginning 0844 has now been disconnected.

**01249 479809**



### NHS England List Maintenance 2015/16

Registration letters from NHS England – **please respond if you receive one.**

The NHS is carrying out work in Bath, Gloucestershire, Swindon and Wiltshire to make sure the patient details on GP lists are accurate. Letters are being sent to some patients, but not all. If you do receive a letter, please either confirm your details or submit any changes.

If the details are correct, you can confirm by freepost, by Freephone, via text message or online. Changes can also be made by returning the form in the prepaid envelope.

It is important to respond to the letter, as GP lists do become out of date over time. If we don't have an accurate record of your name and address, then we or a hospital may not be able to contact you with important information.

We may also need to contact you:

- with test results
- to invite you for bowel, breast or cervical screening to protect against cancer, for example
- to offer vaccination against infectious diseases such as flu or measles, mumps and rubella
- to give you an appointment as part of your plan to stay healthy if you have a long-term illness.

Please respond to the letter within four weeks, so the NHS can be certain about your details. **If you do not respond, the NHS will assume that you have moved away, and begin the process to remove you from the practice list.**

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

## NHS 111

NHS **111** is the service that replaced NHS Direct. **111** is the number that you should call when you need urgent advice or medical treatment and you cannot wait for an appointment to see your doctor. The NHS **111** service is staffed by fully trained advisers, supported by experienced nurses and paramedics. They ask questions to assess your symptoms, then give you the healthcare advice you need or direct you to the local service that can help you best.

NHS Choices recommends calling **111** if:

- you need medical help fast but it is not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way. For immediate, life-threatening emergencies continue to call 999.

## 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 6.30pm to 7.30pm and on one Saturday morning a month from 8am to 11am.

## Treatment for Colds

If a cold is making you feel under the weather, antibiotics are not going to help.

The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and rest. Colds can last about two weeks and may end with a cough and bringing up phlegm. There are many over the counter remedies to ease the symptoms. Our local pharmacists will be happy to advise.

## Treating Minor Ailments

Minor ailments includes those conditions that do not last long, require little or no medical intervention and can be treated with medicines bought over the counter from pharmacies or supermarkets.

Some examples of minor ailments include:

- allergies
- athlete's foot
- bites and stings
- cold/flu symptoms
- conjunctivitis
- constipation
- diarrhoea
- head lice
- heartburn
- indigestion
- mouth ulcers
- adult vaginal thrush
- warts
- verrucae

## New Care Co-Ordinator

We are pleased to welcome Sarah Davey to the team with effect from 1 December. Sarah's role is to provide help and support for the frail, elderly and patients with long-term illnesses to help them manage at home.

Sarah can provide access to health and social care services, as well as those from the voluntary sector. She will work with organisations such as the council to provide this support in the comfort and familiarity of the patient's own home. Sarah can be contacted via Reception.

## Cancelling Appointments

Did you know you can ring and cancel your appointment any time of the day or night? Even when there is no-one here to answer your calls you can leave us a message and we will make sure the appointment is cancelled and made available for another patient. You can also cancel online if you have registered for online service. You can also email us at:

[enquiries.lodgesurgery@nhs.net](mailto:enquiries.lodgesurgery@nhs.net)

Cancelled appointments can be filled very quickly so please take a minute to let us know if you are unable to attend. Thank you.