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THE LODGE SURGERY

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Winter 2015 Newsletter

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



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

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.

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. She 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.

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