

# LOXWOOD MEDICAL PRACTICE

*Your partner for a healthier future*



**DECEMBER 2023 OUR NEWSLETTER KEEPS YOU INFORMED OF UPDATES OR CHANGES TO PRACTICE WORKING**

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IF YOU WOULD LIKE TO CONTRIBUTE ANY COMMENTS OR FEEDBACK TO OUR PPG PLEASE EMAIL [SXIB-WSX.PPG.LOXWOODMEDICALPRACTICE@NHS.NET](mailto:sxib-wsx.ppg.loxwoodmedicalpractice@nhs.net)

## PATIENT PARTICIPATION GROUP (PPG)



what do our patients say?

Loxwood Medical Practice Patient Participation Group enables us to seek the views from patients on how the Practice is performing and how things could be improved. If you would like to take part in patient surveys, receive patient newsletters by email or make any suggestions or comments for improved services please contact us by email [sxib-wsx.ppg.loxwoodmedicalpractice@nhs.net](mailto:sxib-wsx.ppg.loxwoodmedicalpractice@nhs.net)

We would really appreciate your feedback to tell us how we are doing. Your comments can help us to plan and deliver better care for you. There is a one minute survey on the home page of our website which is easy to complete.

i Want  
Great  
Care  
★★★★

## CLOSED FOR CHRISTMAS AND NEW YEAR

A reminder that the surgery will close during the Christmas period on Monday 25th and Tuesday 26th December and also on Monday 1st January for the New Year.

During this time of closure if you need advice from a GP you can get

self help online via [www.111.nhs.uk](http://www.111.nhs.uk) or call NHS 111.



## REPEAT MEDICATION ORDERS

Please request any repeat prescriptions before Friday **15th December** to allow us enough time to process your order before the Christmas holiday closure, thank you for your cooperation.

If you have had a consultation at the weekend with a GP, please allow our staff time to process any prescriptions they may have issued you and collect them no sooner than the Tuesday of that week, thank you.



## APPOINTMENTS

"Whilst I'm here..." is a statement often heard by our admin team, phlebotomist or Healthcare Assistants. They are not trained to answer detailed medical questions. Your question should be submitted via econsult and will be directed to the most appropriate healthcare professional.

## DID NOT ATTEND

For the month of November **134** appointments were **NOT** attended as planned. This amounts to over 28 hours of wasted clinical time. It is vitally important that if you cannot attend an appointment it is cancelled so that it can be used for someone else.

**HELP US TO HELP YOU**



*We would like to take this opportunity to wish all of our patients a very merry Christmas and a Happy new year.*

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## IN MEMORY OF DR JOHN MITCHINSON

We wanted to take a moment to remember our beloved colleague Dr John Mitchinson who passed away earlier this year. In honour of his memory and the significant contributions he made to our practice, we have planted a tree on our lawn, which will mature and flourish over time. This tree stands as a living tribute to his legacy and the positive impact he had on our team and our patients. We will always cherish his memory and the valuable time he spent with us.



## CONFIDENTIALITY

On approaching our reception, we kindly ask for your assistance in helping us to maintain the confidentiality of others. Please stand away from the front desk if there is a person in front of you or if the receptionist is on the telephone and do not lean right over the desk. Your cooperation in keeping conversations private helps us to ensure that everyone's personal information remains as secure as possible.

## BOOK A BUS

The '98 North of Petworth' bus is available for residents of Loxwood and the surrounding villages to use. Your journey can be booked on the day or up to 24 hours before. Visit [www.westsussex.gov.uk](http://www.westsussex.gov.uk) for more information or call 01243 858854. If you live in Surrey you can also use the Hoppa Bus Service or the Surrey Connect Service information for both is available online.



## SUPPORTING NEW MUMS AND BABIES

### MILK! Breastfeeding Drop-In

Every Tuesday 09.30 – 11.00am at Pulborough Library, Brooks Way, Pulborough RH20 2BQ.

Breastfeeding is natural and free and every day it brings benefits to both mum and baby. We know that some days may not be as easy as others, but there is help.

The Drop-in sessions are run by health professionals and peer supporters. Please do drop in for information, support, to meet and socialise with other mums in a friendly relaxed environment.

For more information, please ring 01273 242004 there is no need for an appointment.



## CHRISTMAS QUIZ

1. Let's deck the halls and trim the... **tree**
2. Don't be a... **Grinch**
3. Santa knows if you've been naughty or... **nice**
4. Let's roast chestnuts on an open... **fire**
5. Good things come in small... **packages**
6. God rest ye, merry... **gentlemen**
7. Deck the halls with boughs of... **holly**
8. Away in a... **manger**
9. Joy to the... **world**
10. Silent night, holy... **night**
11. Hark! The herald angels... **sing**
12. On the first day of... **Christmas**
13. Oh little town of... **Bethlehem**
14. Ring in the New... **Year**

Please read the questions aloud to the person with Dementia. We have lots of helpful information in our waiting room for carers or anyone with concerns for a loved one with dementia. If you need support or advice please ask.