



All Enquiries
02380 865051
Out-of-Hours
Telephone 111

"When your GP surgery is shut and you need medical attention fast, but it is NOT an emergency, call 111".

This includes
Monday to Friday
6.30 pm - 8.00 am
+

Weekends
Bank Holidays

If it's a
medical emergency
call 999

Surgery Opening Times

Mon	8.30 am - 8.00 pm
(Mon	closed 1 - 2 pm)
Tue	8.30 am - 8.00 pm
Wed	8.30 am - 6.00 pm
Thu	8.30 am - 6.00 pm
Fri	8.30 am - 6.00 pm
Sat	8.00 - 10.30 am

Doors open at
8:20 am weekdays

Saturdays once per month
(please check our website
for Saturday Surgery dates).

Home Visits

Please ensure all
visit requests are
received by 11:00 am.

TRAVEL CLINIC



Don't leave it too late to book for your travel vaccinations.

First of all, please book a phone consultation for travel advice.

Most vaccines need at least 4 to 6 weeks to start working properly.

We are a registered Yellow Fever Centre.



PATIENT REFERENCE GROUP (PRG) NEWS!

Thank you to all the Virtual PRG members and other patients who have spent time helping with our surveys this year. Our Annual Report can be found on the website – www.tottonhealthcentre.co.uk.

The Annual Report gives details of survey results, the work undertaken during the last twelve months and our plans for the next twelve!

If you would like to join the PRG, details can be found on our website or in the surgery. If you have any questions regarding what is involved, please ask at Reception.

Thank you to "The Friends"!

We would like to thank "the Friends" of Dr Godfrey & Partners who have so kindly donated in one way or another, almost £2,500 during the past twelve months. Our thanks also go to Mr. Huntley for providing another wonderful picture for our Autumn raffle. With donations and raffle income, we have been able to purchase another new electronic bed (shown in the picture by Dr Gaunt) and a medical equipment trolley used by our HCAs, Sue and Jan. We were also fortunate enough to have sufficient funds to purchase a very high specification paediatric pulse oximeter. All of this new equipment is well used and much appreciated!



CHRONIC DISEASE RECALLS

It is important for certain conditions to be reviewed on a regular basis; sometimes this can be done with just a blood or urine test to check that your medication is at the correct dosage or that the underlying medical problem is not causing further damage e.g. kidney problems from high blood pressure. For other conditions, such as diabetes or COPD (usually caused by prolonged smoking), you need to be reviewed in the surgery by the specialist practice nurses or by your doctor. We do understand that it can be annoying to receive several reminders to have these reviews, but we are keen to monitor your health to check if there are any other problems which need further attention or additional input.

Please make appointments to have these checks done. If there is more than one of you in the household receiving these letters and it would be more convenient to try and coordinate your appointments, please let us know. Additionally, if you have more than one chronic condition, the reviews can also be done together as long as we know in advance.

HAYFEVER? - DO YOU NEED MEDICATION?

There's no need to make an appointment to see a Doctor or Nurse, please order directly with a letter or through our website!

*It's easy to register for our **ONLINE APPOINTMENTS SYSTEM**.*

Please call in to the surgery with photo I.D. and proof of your address and complete an application form – simple!



GP REVALIDATION

You may be aware from recent articles in the newspapers that GPs now undergo a rigorous independent assessment of their performance every 5 years.

This takes into account their annual appraisals which require each GP to demonstrate that they are keeping up to date with current medical practice, that they are practising in a professional and caring way and that they act in a way that is honest and open to scrutiny.

We are required to do at least 50 hours of additional educational learning outside our working day. Account is taken of any patient feedback they have and colleagues in the primary care team - doctors, nurses and administrative staff - are asked about their performance. We feel that we provide a good service to our patients and react promptly and effectively when there is a more urgent medical problem that needs our attention.

Any positive feedback from your experiences would be most welcome — an email or a letter would be very helpful for our records and much appreciated.

SERVICES for the ELDERLY

Do you need detailed information regarding financial support or provision of equipment for independent living etc? Do you feel you require a needs assessment by Social Services? If you do, then please visit our website www.tottonhealthcentre.co.uk. In the "Services for the Elderly" section, you will find some useful web links to follow.

CARERS TRUST WEBSITE—WWW.CARERS.ORG

Carers Trust is a charity that provides breaks for carers, local schemes can offer local services to allow carers to take a break and know the person they look after is being cared for.

Referrals can be made by carers, families of carers, your social services department, health workers and voluntary organisations. A care manager from Carers Trust will discuss with you:-

- the kind of help you need,
- how often you would like them to visit,
- how long you would like them to visit for, and
- a suitable time for visits to take place.

Respite services available include:

- extended care,
- hospice at home
- overnight services,
- palliative care,
- rapid response team, and
- traditional respite.

CARE DATA

How information about you helps us to provide better care...

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care".

For clarity, the CARE data project is different to the Summary Care Record project.

GOOD NEWS!

We are delighted to announce that we have been formally accredited as a training practice! For some years we've been involved in the training of medical students and more recently, although he has now returned to his hospital work, Dr Shah was with us as a Foundation Year 2 (FY2) Doctor.

In future, it means that fully qualified doctors (GP Registrars) can spend up to 12 months working at the surgery developing their skills in General Practice, before embarking on a career as a GP or returning to hospital work.

ANOTHER TWO NEW FACES!!

Dr. Larry Day joins as a GP Fellow; this means he will be involved in not only day to day surgeries, but also community projects. We are fortunate enough to have him at Totton Health Centre until December this year.

Our second newcomer to the practice is Dr Claire Waterworth; Claire joins us as our second Foundation Year 2 (FY2) Doctor and will be with us for four months. We are delighted to welcome both of these doctors to the THC Team!

