

## All Enquiries

02380 865051

## Out-of-Hours

0300 300 2012

## Surgery

### Opening Times

Mon	08.30 - 20.00
Tue	08.30 - 20.00
Wed	08.30 - 18.00
Thu	08.30 - 18.00
Fri	08.30 - 18.00
Sat	08.00 - 10.30

(Saturdays once per month)

## Home Visits

Please ensure all visit requests are lodged before 11:00 am.

## Out of Hours

If you need to see an emergency Doctor between these times:

Mon - Fri  
18.30 - 08.00

Weekends  
Bank Holidays  
Phone 0300 300 2012

## Blood Tests

### General Hospital

Walk In Service - Adults  
no appointment required  
Mon to Fri 08.00 - 16.45

*NB: under 16's  
require an appointment*

Phone 023 8079 4075

### Lyminster Hospital

Appointment only

Phone 01590 663021

Mon to Thurs  
08:00 - 16.00

Fri  
08.00 - 13.00  
14.00 - 16.00

### Romsey Hospital

Walk In Service  
Tue & Wed 07.30 - 10.30  
Saturday 09.00 - 12.00

# Welcome to our Practice Newsletter!



Christmas Raffle organised by the Patient Group raised  
£443:70.

## Practice Refurbishment

Hopefully you will have noticed that the Health Centre has had a spruce up; we've painted the reception area, waiting room and corridors and are gradually making our way through the rest of the surgery!

With monies donated to The Friends, we've also been able to purchase new chairs and curtains for the waiting area; added to this our Patient Group organised a painting competition and local schools artwork is now being displayed. All in all, we hope you find your visit to Totton Health Centre is more comfortable and more "enjoyable" (if that's the right word)!

## Patient Feedback

Feedback to the surgery is very important to us - it tells us how we are performing, which areas we are doing well in as well as those that need re-visiting and refining.

Clearly any positive feedback is much appreciated by staff and helps those who reorganise and re structure, to monitor that we provide a helpful and good service.

Feedback can either be done :

- by letter
- by email via the Totton Health Centre website
- by the NHS Choices website - postcode SO40 3ZN

If you have a positive experience or are particularly impressed by a member of staff , please let us know .

Thank you

## Additional Services

Travel clinics (including Yellow Fever)  
Contraception (Implants, coils and injections)  
Minor surgery  
Joint injections

## Patient Group

We are "The Friends", a newly formed Patient Group set up for the purpose of liaising between patients and GP's to improve the flow of information between the two. We have also been thinking how we can raise funds to purchase additional or upgraded equipment for use in the surgery.

Our first fund raising venture was a raffle; in fact, you may have seen us selling tickets at the flu clinics! The draw was held mid December and raised a grand total of £443:70.

Can we say "THANK YOU" to everyone who not only took the time to come and have a chat at the flu clinics about what we do, but who also then purchased tickets!

Grateful thanks must also go to all those who donated prizes for the raffle; in particular, Mr Derek Huntley who donated (and painted) the wonderful New Forest scene painting. To improve links with local schools we are also running an art competition. Pupils' artwork is being displayed in the Surgery waiting room.

Keep an eye on the practice website for further details of the overall competition results.

In, fact, keep on checking the website as we will post Patient Group news as and when it happens!

## Patient Transport

Hospital Transport Services are very limited.

If you can travel in a car, Communicare has volunteer drivers that may be able to take you to appointments with just a mileage charge incurred.

To contact Communicare  
Tel: 02380 660200

Mon to Fri (10—12 noon).

## Flu Clinics

Sat 1st October

Sat 8th October

*extended session*

Sat 22nd October

We also offer a couple of clinics on a Monday and Tuesday evening during extended hours.

We will be taking bookings for appointments from September.

## How do I get test results?

Please call in the morning between 09.00 and 12.30.

If you want to discuss your test results please make a telephone appointment with the requesting doctor.

## Hay fever prescriptions

You do not need a doctor's appointment for your annual hay fever medication.

If you have had the prescriptions before, please drop your written request into the surgery or discuss it with your doctor by booking a planned telephone consultation.

## NHS HEALTH CHECK!

The surgery is offering a free health check to people aged 40-74 years who have an increased risk of heart disease, stroke, kidney disease or diabetes. If you are eligible for a health check you will receive a letter inviting you to have a simple fasting blood test. You will then be asked to have a 30 minute health check with a nurse.

This check will involve straight forward questions and measurements such as height, weight, blood pressure and family history. Once you have had your health check you will be asked to make a telephone consultation with your GP to discuss your blood results.

The NHS Health Check helps to identify potential risks early. By having this check and following the advice of your health professional, you improve your chances of having a healthier life.

## MEDICAL TRAINEES and STUDENTS

We are keen to help with the training of the next generation of Doctors and Nurses. You may, therefore, be asked from time to time by our reception team if a student can 'sit in' at your consultation. In truth, having medical trainees and students visit is not only good for them, but it's also an opportunity for us to hear the latest medical advances!

## PRESCRIPTIONS on LINE

We now have a facility for you to request your repeat prescriptions on-line.

- >>> Go to the practice website - [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk)
- >>> Click on the link at the top of the home-page.
- >>> You will be taken to our secure site to enter your details followed by the items you are requesting.

You are even able to specify which chemist you have arranged to collect your prescription for you - so you could order your tablets from home and then pick them up from the chemist.

There's also a facility to add a question or comment to your GP about the prescription you are requesting.

Please do feedback to us any comments on the form you have to fill-in. We have already made some changes based on patient feedback.

Please bear with us using this system. Some typing is required to use it BUT that does mean that you don't have to remember another log-in username and password!!

Hopefully you will find this a useful service.

## SPECIAL NOTICE

### Dr MaryAnne Falle

We felt you would like to be aware that Dr. Falle will be away from the practice for a few months as she is receiving treatment for cancer.

The good news is that we are expecting Mary Anne to return to the practice fully fit around September time.

We have organised for a long term locum - Dr. Emma Hedges - to look after Dr Falle's patients. However, during this difficult time, we do ask for your understanding if your preferred Doctor is not always available.

If you have any concerns regarding the above information, please do not hesitate to contact the Practice Manager.

I am sure all our patients will join the practice team in wishing Mary Anne a very speedy recovery. We will all certainly look forward to welcoming her back to Totton Health Centre at the end of the summer.

### HELP US TO SAVE THE CHILDREN'S CARDIAC CARE UNIT in Southampton

Doctors' surgeries across Southampton have joined the fight to save the city's children's heart unit.

Petitions are being organised throughout Hampshire.

If you wish, you can sign a petition form at Totton Health Centre.

For further information please go to [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk)