

ST MARY'S SURGERY NEWSLETTER

June 2018/July 2018

Opening Hours: Monday - Friday 7.30am—6.30pm

Saturday 2nd&16th June '18 and 7th&21st July '18

8.30am—11.30am

Urgent surgery does not operate on a Saturday



Staff Changes

We would like to welcome the new members of our Patient Services team, Tracey Fowler and Rebekah Bate. Please remember that these lovely ladies are still in training therefore we appreciate your patience when dealing with your queries.

We also have some locum GPs, Dr Abi Latham, Dr Hannah Ingram-Evans and Dr Sharon Healy are all on board to assist in covering Dr Thompsons maternity leave.



If you require any of the information within our newsletter in an alternative format, for example large print or easy read, or if you need other help in

communicating with us, for example if you use British Sign

Language then please let us know.

We are also able to offer a translator to

those who are unable to speak fluent

English. If you require any of these

services then please do not hesitate to

contact our Reception Team on 01264

361424.

Whats On in Our Local Area??

Carers Clinic held here at St Marys Surgery

**This clinic is organised by the Princess Royal
Trust for carers in Hampshire**

1pm—5pm

Thursday 14th June 2018

Thursday 12th July 2018

**To book an appointment please contact Rachel
Reid on 07824150106**

Rachel.reid@carercentre.com

Andover Office on 01264 835246



The Princess Royal Trust
for Carers

Patient Participation Group

**We had a very successful and
productive meeting held on
Saturday 21st April 2018.**

**The next meeting will be held on
Saturday 14th July 2018.**

**If you would like further details on
the items discussed at the recent
meeting you can find a copy of
the meeting minutes on the
Surgery website.**

**Would you like to raise an item to
be discussed? Or to offer input to
current items?**

**If so, please do not hesitate to
contact Sharon at the Surgery on
01264 361424 or by email
WHCCG.stmaryssurgerygpcontact
@nhs.net**



Surgery News



Baby News!!!

We are so very excited to announce the safe arrival of Dr Thompson's baby and it's a girl!!! Baby Astrid Faye was born on Monday 28th May at 6.45am weighing in at a whopping 8lbs8oz, mother and baby are doing wonderfully. We send massive congratulations to Dr Thompson and her family!

General Data Protection Regulation (GDPR)

Unless you have locked yourself away in recent times then you will have heard the term GDPR flying around. As of 25th May 2018 a new legislation was introduced regarding the sharing of data and how it works. All this means is that we have to explain why we keep your details on record, how long we keep them, who we would share these details with and why. We have updated our Privacy Notice and a detailed copy of this can be accessed via our website or alternatively you may request a copy from the Surgery. In short, we keep your record on file and update it to ensure that any care or treatment that you receive is the most effective and efficient based on your medical history to date. We will hold these records so long as you are a registered patient with us, should you leave the Surgery then your record is sent to your new Surgery to enable them to continue your care. We will only ever share your details with a third party that requires it to continue this standard of care, for example the Hospital, the Out of Hours service or someone that requires it for legal purposes such as the Police. We urge you to familiarise yourself with our Privacy Notice and if you have any questions then please do not hesitate to contact our data protection officer here at the Surgery.



New Website

We now have a new website, the address is still the same www.stmaryssurgery.co.uk but the layout and features are new! You can now send any query you have via the relevant room on the website and we will get back to you as soon as possible. You can join the online patient access system to book appointments, request repeat medication and view recent medical history. We also have the latest Surgery news and all relevant information on illnesses, symptoms and when it is necessary to visit your GP or Nurse. We would love you to take a look around the new site! If you have any suggestions or feedback then please feel free to send these to Katie on k.mulliner@nhs.net.



Hayfever

We are now fast approaching Summer time, the sun is starting to shine and nature is coming alive. Unfortunately, for some, having the pollen count being so high means long days of suffering and sleepless nights. **BUT** there are several precautions you can take to minimise the amount of pollen that you come into contact with.

You could try the following:

- Keep windows and doors shut, if it gets too warm, try drawing the shades or curtains to keep the sun out.
- In the car, consider buying a pollen filter for the air vents.
- When outdoors, wear wrap around sunglasses to stop the pollen getting into your eyes.
- Bathing your eyes with plain cold water can help if they are itchy or sore. Ensure you wash your hands first.
- Change your clothes and take a shower after being outdoors to remove any pollen from your body.
- Avoid having fresh flowers in the house.
- Dust (with a damp cloth) and vacuum regularly. Using a vacuum cleaner with a HEPA filter can help (a HEPA filter removes 99.9% of pollen particles from the air that passes through).
- Smoking or breathing other peoples smoke can irritate the lining of your nose, eyes, throat and airways. Avoid places with a smokey atmosphere, if you are a smoker, try to cut down or quit (quit4life—Hampshire Stop Smoking Service, Text QUIT to 60123, Tel: 0845 602 4663, www.quit4life.nhs.uk)

Your GP will use the same medication that is available over the counter, unless your case is severe then they might prescribe something stronger. You only need to make an appointment with your GP if your symptoms **severely affect your daily life, you develop new symptoms or you are still concerned and want further advice.**



Get to Know Your Nurse

Senior Practice Nurse Elisa Owen



I qualified in 2001 after studying for 4 years for a Nursing Honours degree in Wrexham, North Wales, which is about half an hour away from where I was born. I worked in a community rehabilitation hospital for a year then moved down to Basingstoke with my partner, whom I met at University. I worked on the rehabilitation ward at NHH Basingstoke for a year then went into district nursing in Fleet and later became the Community Sister for Hook, Odiham and Hartley Wintney. During this time I studied for a Masters in 'Care of the Older Person' at Surrey University for 2 years. I joined St Mary's Surgery in 2011 (I think!!). It was here that I specialised in asthma and COPD and running the childhood immunisations clinics.

Now to get personal

When did you know you wanted to be a Nurse?

I actually did a BTec in childhood studies at college because I wanted to work with children and through the studies I decided I wanted to become a midwife. However, I started working in a nursing home and became interested in older people instead!!

What attracted you to St Mary's?

I loved my work in district nursing but a lot of changes came about in the last year that I worked there. I felt I needed a change of job as I was losing my passion for nursing and St Mary's has re-established that for me. The job required further training so that I could provide asthma and COPD care, take smears, give immunisations and give travel advice. It seemed like a very friendly and welcoming surgery and it's lived up to my expectations.

Do you have any hobbies?

I started going to fitness classes with a friend last year and the classes are really fun and nobody takes it too seriously, which suits me as I'm not a fitness fanatic! I also love spending time with my daughter so I'll miss her on my days off when she starts school in September.

What is your favourite film and why?

'Singin' in the Rain' is my all time favourite film. My Dad used to sit me down to watch lots of musicals when I was little and this one has always been the one that I've loved the most. It's funny and I love the dancing and singing.

What is your favourite food?

I've been a vegan for about 25 years but I'm afraid it's very boring, pasta is something I could eat all day long!

What is your favourite musical band/song?

I like different types of music, nothing specific. Some of my favourites include The Foo Fighters, Stereophonics, Snow Patrol, Pink and my guilty pleasure is Scouting for Girls!! I can't really think of my all time favourite song but I guess anything by Blur or Oasis remind me of my teenage years.

What is your ideal holiday destination?

We went to Iceland when I was about 6 months pregnant and it was such a lovely, friendly and clean country. We were lucky enough to see the Northern lights and I'd love to show them to my daughter one day as it's a very magical sight. Unfortunately we couldn't experience the glaciers properly as I struggled to walk very far towards the end of my pregnancy so I'd love to go back there.

Any guilty pleasures? (e.g. funny food cravings)

I love Heinz tomato ketchup! I used to literally have it with every meal as a child but I'm a bit more restrained these days, just a little.

By Katie Mulliner

Abseil of the Spinnaker Tower

Raising money for the Hampshire and Isle of Wight Air Ambulance

Our Practice Administrator Katie Mulliner will be abseiling the Spinnaker Tower in Portsmouth on Saturday 16th June 2018 to raise money for the Hampshire and Isle of Wight Air Ambulance.

The Air Ambulance provide life saving treatments on a daily basis for emergencies that occur across several counties, including the Isle of Wight. This is an amazing team of people that make a real difference every single day.



It costs around £9,000 a day to keep the Air Ambulance flying and saving lives so every penny really does count.

What a great cause! Good luck Katie!



Holiday Season! We are approaching that time of year where people start to take their annual holidays. Whether you are going abroad or within the UK there is always a list of things to remember; phone, wallet, keys, passport

MEDICATION! As you will be aware we stipulate a 48 hour turn around on prescriptions so please ensure that you have checked and double checked that you have enough to cover the time that you are away and if not that you notify us in good time.

In addition, if you are going somewhere hot then please ensure that you are prepared, we would recommend the following items as a precaution:

Sun tan lotion

Insect repellent

Paracetamol

Anti histamines

Plasters

Antiseptic cream

After sun

Sun hat

Ibuprofen

Ear-Syringing Appointments



Appointments made by the receptionist will only be made for ear syringing if the following has been done first:

1. Patients are given an ear care leaflet
2. Ears are oiled for 10 days and no less
3. An ear bulb has been used, which can be bought from any Pharmacy (unless too elderly or unable to use due to disability)
4. An appointment will be made if all of the above have been done and there is no improvement

N.B ear pain and discharge are not symptoms of wax build up, therefore a GP appointment should be made if you have either of these symptoms

Your Newsletter!

Is there anything that you would like to see in our newsletter? Or have you any ideas for articles? Please feel free to let Katie at the Surgery know!

01264 361424 or k.mulliner@nhs.net

A Smile a Day Keeps the Doctor at Bay ...

What did the Doctor say to the curtains?

Pull yourself together man!!!

Alex aged 7, Andover

If you have a joke you think will make people smile let Katie at the Surgery know! K.mulliner@nhs.net

Missed Appointments

In March we had a total of **125 missed appointments**.

The equivalent of **8 GP surgeries** or the opportunity to see your **GP 3 days earlier!**

Please, if you cannot attend your appointment, call the Surgery on **01264 361424** or alternatively go online <http://patient.emisaccess.co.uk> to cancel your appointment .

FIND US ON FACEBOOK!

[@officialstmaryspage](https://www.facebook.com/officialstmaryspage)



Add us now for instant access to up to date news, events, services, opening times and general information!